
Oracle Hospitality Cloud Services*

Food & Beverage

Service Descriptions and Metrics

December 1, 2017

***The Service Descriptions and Metrics for Oracle Retail Cloud Services and Oracle Hospitality Hotel Cloud Services are found in separate documents which may be viewed at: www.oracle.com/contracts.**

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Glossary and Metrics

10,000 Transactions is defined as ten thousand unique transactions processed through the Oracle Cloud Service. Transactions may describe various transaction types, including but not limited to sales, returns, exchanges, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and/or administrative transactions.

Database Storage is defined as the total space allocated at the operating system level for database operations, not including database executables.

Device is defined as a network element that is modeled, discovered or managed by the Oracle Cloud Service.

File Storage is defined as the total space allocated for reporting and SFTP access.

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

Physical Location is defined as a single business entity with a physical (postal) address. For purposes of Customer Gift and Loyalty, Enterprise Reporting and Online Reservations Cloud Service, each business entity at which the Oracle Cloud Service is being used should be counted as a separate physical location; in a property where multiple business entities can operate, such as a Casino, each Revenue Center operating as an individual entity may be counted as a separate physical location.

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

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

Revenue Center is defined as a logical reporting and configuration entity within a Physical Location. For example, a restaurant that wants to keep its reports and configuration separate from its bar and its room service would require three Revenue Centers within the Oracle Cloud Service (one each for the restaurant, the bar, and the room service.)

Transaction Services Client is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. For the purposes of the Oracle Hospitality Symphony Transaction Services Cloud Service, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

VPN Connection is defined as each Oracle virtual private network connection installed between the Oracle data center and Your Physical Location.

Workstation is defined as a client computer from which the Oracle Cloud Service is being accessed.

ORACLE HOSPITALITY FOOD AND BEVERAGE CLOUD SERVICES – SERVICE DESCRIPTIONS

Oracle Hospitality Symphony

Oracle Hospitality Symphony Premium Cloud Service – Per POS Client

Part #: B81480

Users of the Oracle Hospitality Symphony Cloud Service are authorized to access the following modules and features:

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Symphony Point of Sale
- Each Physical Location has entitlement to the Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud

Usage Limits: The Oracle Hospitality Symphony Premium Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

The Oracle Database Standard Edition 2 is subject to the following limitations:

- The host server may have a maximum capacity of 2 sockets
- Only the Symphony Check and Posting Service and associated Symphony services may use it
- Direct integrations to 3rd party systems are not permitted

Data Retention: The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Service Specific Variations:

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Standard Cloud Service – Per POS Client

Part # B84711

Users of the Oracle Hospitality Symphony Standard Cloud Service are authorized to access the following modules:

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Symphony Point of Sale
- Each Physical Location has entitlement to the Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud.

Usage Limits: The Oracle Hospitality Symphony Standard Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- The following service limits apply:
 - Only Oracle Hospitality approved credit card interfaces are allowed
 - Only one credit card interface is allowed per Property.
 - Only Oracle Hospitality Point of Sale workstation hardware and validated Android tablets may be used to operate the Symphony Point of Sale Client
 - Direct integrations to Transaction Services Cloud Services are not permitted
 - NOTE: Direct integrations to the Oracle Hospitality eCommerce Integration Cloud Service is permitted
 - Customizations of the production environment are not allowed
 - Production upgrades are scheduled by Oracle
 - Property upgrades must occur within one week of the production upgrade
 - A maximum of 3 custom Reporting and Analytics exports are allowed
 - An export may run no more than 3 times per Physical Location per day

The Oracle Database Standard Edition 2 is subject to the following limitations:

- The host server may have a maximum capacity of 2 sockets
- Only the Symphony Check and Posting Service and associated Symphony services may use it
- Direct integrations to 3rd party systems are not permitted.

Data Retention: The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Recovery Time Objective and Recovery Point Objective pursuant to Disaster Recovery and System Availability as described in the Oracle Cloud Policies referenced below, this Cloud Service has the following service level targets for the Production Environment:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Standard Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non-production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Hospitality Symphony Engagement Cloud Service – Per POS Client

Part #: B81481

Users of the Oracle Hospitality Symphony Engagement Cloud Service are authorized to access the following modules and features:

- Symphony Engagement Feature

Usage Limits: The Oracle Hospitality Symphony Engagement Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- The following usage limits apply:

Database Storage (MB)	File Storage (GB)	Bandwidth
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You may upload up to 2 GB of content that may be displayed on as many pages as You would like. The use of identical content on multiple pages does not decrease available storage.	2 GB	N/A
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Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Engagement Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Credit Card Interface Cloud Service – Per POS Client

Part #: B81483

Users of the Oracle Hospitality Symphony Credit Card Interface Cloud Service are authorized to access the following modules and features:

- Symphony Credit Card Interface
- Symphony Guest Facing Transaction Services Cloud Service, restricted to "pay-at-the table" functionality

Usage Limits: The Oracle Hospitality Symphony Credit Card Interface Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 13 months of credit card batch reporting

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Credit Card Interfaces Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Kitchen Display Services Cloud Service – Per Kitchen Display Client

Part #: B81484

Users of the Oracle Hospitality Symphony Kitchen Display Services Cloud Service are authorized to access the following modules and features:

- Symphony Kitchen Display System

Usage Limits: The Oracle Hospitality Symphony Kitchen Display Services Cloud Service is subject to usage limits based on:

- a maximum number of Kitchen Display Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
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Oracle Hospitality Symphony Kitchen Display Services Cloud Service	24 hours	15 minutes	99.5%
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The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Transaction Services Cloud Service – Per Transaction Services Client

Part #: B81485

Users of the Oracle Hospitality Symphony Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony Transaction Services Client

Usage Limits: The Oracle Hospitality Symphony Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Transaction Services Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Transaction Services Cloud Service – Per Revenue Center

Part #: B83737

Users of the Oracle Hospitality Symphony Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony Transaction Services

Usage Limits: The Oracle Hospitality Symphony Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Guest Facing Transaction Services Cloud Service – Per Revenue Center

Part #: B83738

Users of the Oracle Hospitality Symphony Guest Facing Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony Transaction Services

Usage Limits: The Oracle Hospitality Symphony Guest Facing Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers as defined in Your order.
- Interface must be guest facing

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Guest Facing Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Service Specific Variations:

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Fiscal Interface Cloud Service – Per POS Client

Part #: B83739

Users of the Oracle Hospitality Symphony Fiscal Interface Cloud Service are authorized to access the following modules and features:

- Symphony Fiscal Interface

Usage Limits: The Oracle Hospitality Symphony Fiscal Interface Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Fiscal Interfaces Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony Configuration Data Interface Cloud Service – Physical Location

Applicable Part # B87077

Users of Oracle Hospitality Symphony Configuration Data Interface Cloud Service have access to the following modules and features:

- Oracle Hospitality Symphony Configuration Data Interface Cloud Service

Usage Limits: The Oracle Hospitality Symphony Configuration Data Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per physical location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per physical location

For interface development purposes only, the Oracle Hospitality Symphony Configuration Data Interface Cloud Service is subject to usage limits based on:

- An unlimited number of imports per day per organization with a maximum file size of 2 records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony Configuration Data Interface Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non-production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition

Oracle Hospitality Symphony First Edition Cloud Service – Per POS Client

Part #: B81482

Users of the Oracle Hospitality Symphony First Edition Cloud Service are authorized to access the following modules and features:

- Oracle Hospitality Reporting and Analytics Advanced
- Oracle Hospitality Symphony First Edition Point of Sale

Usage Limits: The Oracle Hospitality Symphony First Edition Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Service Specific Variations:

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition Credit Card Interfaces Cloud Service – Per POS Client

Part #: B83731

Users of the Oracle Hospitality Symphony First Edition Credit Card Interfaces Cloud Service are authorized to access the following modules and features:

- Symphony First Edition Credit Card Interface
- Symphony First Edition Guest Facing Transaction Services Cloud Service, restricted to "pay-at-the table" functionality

Usage Limits: The Oracle Hospitality Symphony First Edition Credit Card Interfaces Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.
- The following usage limits apply:

Database Storage (MB)	File Storage (MB)	Bandwidth
N/A	N/A	N/A

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 13 months of credit card batch reporting.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Credit Card Interfaces Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition Kitchen Display Services Cloud Service – Per Kitchen Display Client

Part #: B83732

Users of the Oracle Hospitality Symphony First Edition Kitchen Display Services Cloud Service are authorized to access the following modules and features:

- Symphony First Edition Kitchen Display System

Usage Limits: The Oracle Hospitality Symphony First Edition Kitchen Display Services Cloud Service is subject to usage limits based on:

- a maximum number of Kitchen Display Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Kitchen Display Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition Transaction Services Cloud Service – Per Transaction Services Client

Part #: B83733

Users of the Oracle Hospitality Symphony First Edition Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony Transaction Services Client

Usage Limits: The Oracle Hospitality Symphony First Edition Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Transaction Services Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition Transaction Services Cloud Service – Per Revenue Center

Part #: B83734

Users of the Oracle Hospitality Symphony First Edition Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony First Edition Transaction Services

Usage Limits: The Oracle Hospitality Symphony First Edition Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Symphony First Edition Guest Facing Transaction Services Cloud Service – Per Revenue Center

Part #: B83735

Users of the Oracle Hospitality Symphony First Edition Guest Facing Transaction Services Cloud Service are authorized to access the following modules and features:

- Symphony Transaction Services

Usage Limits: The Oracle Hospitality Symphony First Edition Guest Facing Transaction Services Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers as defined in Your order.
- Interface must be guest facing

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Transaction Services Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts...

Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service – Per POS Client

Part #: B83736

Users of the Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service are authorized to access the following modules and features:

- Symphony First Edition Fiscal Interface

Usage Limits: The Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Enterprise Back Office

Oracle Hospitality Reporting and Analytics Standard Cloud Service – Per Physical Location

Part #: B81488

Users of the Oracle Hospitality Reporting and Analytics Standard Cloud Service are authorized to access the following modules and features:

- Limited Reports and Charts
- inMotion
- Mobile Reports
- Report Mail
- Audit and Analysis
- Check Query
- Enterprise Maintenance Services (EMS)
- Manager Log
- Weather Feed
- OPERA interface for inMotion, compatible with:
 - Oracle Hospitality OPERA Property Premium Cloud Service
 - Oracle Hospitality OPERA Property Standard Cloud Service
 - Oracle Hospitality OPERA Property Lite Cloud Service

Usage Limits: The Oracle Hospitality Reporting and Analytics Standard Cloud Service is subject to usage limits based on:

- a maximum number of Physical Locations defined in Your order, and
- a maximum of 9 POS Clients per Physical location.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of data

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Reporting and Analytics Standard Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Reporting and Analytics Advanced Cloud Service – Per POS Client

Part #: B81489

Users of the Oracle Hospitality Reporting and Analytics Advanced Cloud Service are authorized to access the following modules and features:

- Full Access to all Reports and Charts
- inMotion
- Mobile Reports
- Report Mail
- Audit and Analysis
- Check Query
- Enterprise Maintenance Services (EMS)
- Manager Log
- Weather Feed
- OPERA interface for inMotion, compatible with:
 - Oracle Hospitality OPERA Property Premium Cloud Service
 - Oracle Hospitality OPERA Property Standard Cloud Service
 - Oracle Hospitality OPERA Property Lite Cloud Service

Users are also authorized to access the following modules and features:

- iQuery
- Self-Service Reports
- Full System Administration

Usage Limits: The Oracle Hospitality Reporting and Analytics Advanced Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of data

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Reporting and Analytics Advanced Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Reporting and Analytics Monthly Aggregation Reports Cloud Service – Per POS Client

Part #: B83740

Users of the Oracle Hospitality Reporting and Analytics Monthly Aggregation Reports Cloud Service are authorized to access the following modules and features:

- Oracle Hospitality Reporting and Analytics Monthly Aggregation Reporting

Usage Limits: The Oracle Hospitality Reporting and Analytics Monthly Aggregation Reports Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Additional Storage Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Forecasting and Budget Cloud Service – Per POS Client

Part #: B81490

Users of the Oracle Hospitality Forecasting and Budget Cloud Service are authorized to access the following modules and features:

- Forecasting Module
- Budget Module

Usage Limits: The Oracle Hospitality Forecasting and Budget Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of data

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Forecasting and Budget Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Inventory Management Cloud Service – Per POS Client

Part #: B81492

Users of the Oracle Hospitality Inventory Management Cloud Service are authorized to access the following modules and features:

- Ordering, Receiving and Invoicing
- B2B
- Task Manager
- Transfer, Waste and Inventory
- Recipes, Recipe versions, Production, Yield Management, Nutrients
- Mobile Solutions (Devices must be ordered separately)
- Accounts Payable Export module
- Master Data API

Usage Limits: The Oracle Hospitality Inventory Management Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Inventory Management Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Labor Management Cloud Service – Per POS Client

Part #: B81493

Users of the Oracle Hospitality Labor Management Cloud Service are authorized to access the following modules and features:

- Human resources management
- Scheduling
- Employee self-service
- Staff requirements
- Integrated payroll preprocessing functionality
- A time clock application, which resides at the store and communicates valuable time keeping data
- HR Employee and Scheduler API

Usage Limits: The Oracle Hospitality Labor Management Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Labor Management Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Labor Management Interface Cloud Service – Physical Location

Part # **B86465**

Users of Oracle Hospitality Labor Management Interface Cloud Service have access to the following modules and features:

- Oracle Hospitality Labor Management Employee Interface
- Oracle Hospitality Labor Management Scheduling Interface

Usage Limits: The Oracle Hospitality Labor Management Interface Cloud Service is subject to usage limits based on:

- A maximum of 24 employee imports per day per organization
- A maximum of 24 employee exports per day per organization
- A maximum of 10 schedule imports per day per physical location

For interface development purposes only, the Oracle Hospitality Labor Management Interface Cloud Service is subject to usage limits based on:

- An unlimited number of imports per day per organization with a maximum file size of 2 records

Data Retention: The standard data retention allowance for this Oracle Cloud Service is as follows:

- Does not apply

Service Level Targets: For purposes of Recovery Time Objective and Recovery Point Objective pursuant to Disaster Recovery and System Availability as described in the Oracle Cloud Policies referenced below, this Cloud Service has the following service level targets for the Production Environment:

Cloud Service	Recovery Time Object	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Labor Management Integration Cloud Service	24 Hours	15 minutes	99.5%

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Services Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Hospitality Additional Storage Cloud Service – Per POS Client

Part #: B81494

The Oracle Hospitality Additional Storage Cloud Service extends the standard data retention period by an additional 12 months for the following Oracle Cloud Service:

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service

The Oracle Hospitality Additional Storage Cloud Service also extends the standard data retention period by an additional 12 months for the following Oracle Cloud Service, if purchased:

- Oracle Hospitality Inventory Management Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Gift and Loyalty Advanced Cloud Service

The data retention period must be the same for all of Your properties, therefore, if Oracle Hospitality Additional Storage Cloud Service is purchased, it must be purchased for all of Your properties for which the Oracle Hospitality Reporting and Analytics Advanced has been purchased. This Cloud Service may only be purchased for one 12 month period of extended data retention.

Usage Limits: The Oracle Hospitality Additional Storage Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Additional Storage Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Service Specific Variations:

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Customer Gift and Loyalty

Oracle Hospitality Gift and Loyalty Standard Cloud Service – Per Physical Location

Part #: B81486

Users of the Oracle Hospitality Gift and Loyalty Standard Cloud Service are authorized to access the following modules and features:

- Gift and Payment Service: includes configuration of one basic gift card program
- Loyalty Service: includes configuration of one basic loyalty program
- Online Administration of Accounts
- Account Management w/ myicard.net

Usage Limits: The Oracle Hospitality Gift and Loyalty Standard Cloud Service is subject to usage limits based on:

- a maximum number of Physical Locations as defined in Your order, and
- a maximum of 9 POS Clients per Physical location.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Gift and Loyalty Standard Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Gift and Loyalty Advanced Cloud Service – Per POS Client

Part #: B81487

Users of the Oracle Hospitality Gift and Loyalty Advanced Cloud Service are authorized to access the following modules and features:

- Gift and Payment
- Loyalty and Coupons
- Online Administration of Accounts & Coupons
- Account Management w/ myicard.net

Usage Limits: The Oracle Hospitality Gift and Loyalty Advanced Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Gift and Loyalty Advanced Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Sports and Entertainment Gift and Loyalty Advanced Cloud Service – Per POS Client

Part #: B83741

Users of the Oracle Hospitality Gift and Loyalty Advanced Cloud Service are authorized to access the following modules and features:

- Gift and Payment
- Loyalty and Coupons
- Online Administration of Accounts & Coupons
- Account Management w/ myicard.net

Usage Limits: The Oracle Hospitality Gift and Loyalty Advanced Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.
Sports and Entertainment Market

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Sports and Entertainment Gift and Loyalty Advanced Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Segmentation and Exports Cloud Service – Per POS Client

Part #: B81491

Users of the Oracle Hospitality Market Segmentation Cloud Service are authorized to access the following modules and features:

- Gift and Loyalty Market Segmentation Module
- ExactTarget Interface

Usage Limits: The Oracle Hospitality Market Segmentation Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 36 months of data

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Market Segmentation Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Loss Prevention

Oracle Hospitality XBRI Loss Prevention Cloud Service – Per POS Client

Part #: B81495

Users of the Oracle Hospitality XBRI Loss Prevention Cloud Service are authorized to access the following modules and features:

- Loss Prevention

Usage Limits: The Oracle Hospitality XBRI Loss Prevention Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- The following usage limits apply:

Database Storage (MB)	File Storage (MB)	Bandwidth
N/A	N/A	1 MBPS

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 1 year of Transactional level data and 2 years of Summary statistical data

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Web Presence

Oracle Hospitality Reservations Management Cloud Service – Per Physical Location

Part #: B81500

Users of the Oracle Hospitality Reservations Management Cloud Service are authorized to access the following modules and features:

- All modules and features of this Oracle Cloud Service as outlined in the Program Documentation, including:
 - Online Table Reservations
 - Web-based administration, configuration, provisioning , and reporting
 - Loyalty Program Award Lookup

Usage Limits: The Oracle Hospitality Reservations Management Cloud Service is subject to usage limits based on:

- a maximum number of Physical Locations as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Reservations Management Cloud Service	24 hours	15 minutes	99.5%

The Service Level Targets do not apply to the non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality eCommerce Integration Cloud Service – Per Revenue Center

Part #: B81496

Users of the Oracle Hospitality eCommerce Integration Cloud Service are authorized to access the following modules and features:

- Full order integration with Oracle Hospitality POS platforms
- Transaction Services for use only with the eCommerce Integration Cloud Service

Usage Limits: The Oracle Hospitality eCommerce Integration Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality eCommerce Integration Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Service Specific Variations:

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Online Ordering Cloud Service – Per Revenue Center

Part #: B81497

Users of the Oracle Hospitality Online Ordering Cloud Service are authorized to access the following modules and features:

- An online ordering framework that includes a web ordering template.

Usage Limits: The Oracle Hospitality Online Ordering Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers defined in Your order.

- Oracle will provision a Services Environment for this Oracle Cloud Service.
- One brand is configured per Cloud Service ordered.
- Custom template skins are not included (requires a separate purchase of professional services),

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Online Ordering Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Website Cloud Service – Per Revenue Center

Part #: B81498

Users of the Oracle Hospitality Website Cloud Service are authorized to access the following modules and features:

- Tableside engagement feature for iPad-based restaurant menus with ordering and payment capabilities including:
 - A canvas image with two levels of category navigation
 - Up to six primary categories may be programmed with up to 5 secondary categories for each primary
 - Product icons available in the asset library

Usage Limits: The Oracle Hospitality Website Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Website Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Online Ordering and Website Cloud Service – Per Revenue Center

Part #: B81499

Users of the Oracle Hospitality Online Ordering and Website Cloud Service are authorized to access the following modules and features:

- Oracle Hospitality Online Ordering Cloud Service
- Oracle Hospitality Website Cloud Service

Usage Limits: The Oracle Hospitality Online Ordering and Website Cloud Service is subject to usage limits based on:

- a maximum number of Revenue Centers defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.

Service Level Targets: For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
Oracle Hospitality Online Ordering and Website Cloud Service	24 hours	2 hours	99.5%

The Service Level Targets do not apply to non production usage. The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

VPN Services

Oracle Hospitality Cloud VPN Cloud Service – Per VPN Connection

Part #: B81501

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

You must separately purchase Oracle Cloud Professional Services to set up and configure this Oracle Cloud Service prior to use.

Usage Limits: The Oracle Hospitality Cloud VPN Cloud Service is subject to usage limits based upon:

- a maximum number of VPN Connections as defined in Your order.

Service Level Targets: The Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Hospitality Cloud VPN Cloud Service	99.5%

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Advanced Science Cloud Service - Service Descriptions

Oracle Hospitality Menu Recommendations Cloud Service – Per POS Client

Part # B83300

Users of Oracle Hospitality Menu Recommendations Cloud Service are authorized to access the following modules:

- Menu Recommendations Cloud Service

Usage Limits: The Oracle Hospitality Menu Recommendations Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order; and
- a maximum concurrent number users of 60. Exceeding this may adversely affect service performance and Oracle is not responsible for resulting performance issues including missed service levels.
- The following usage limits apply based on the number of POS Clients in Your order:

POS Clients	Database Storage	File Storage
300-2,999	900GB	100 GB
3,000 – 20,000	2.1TB	100 GB

Oracle will provision two Environments for this Oracle Cloud Service: 1 Production and 1 Non-Production.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.

The standard data retention allowance for this Oracle Cloud Service is 2 years of aggregated sales data.

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following service level targets for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
14 Days	24 Hours	97.0%

The Service Level Targets do not apply to the Non Production Environment(s). The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Restrictions on Use:

Performance of Your Oracle Cloud Service could be adversely affected by Your or Your Users' use of the Innovation Workbench through queries or programs generated by You or Your Users. By opting to use this Innovation Workbench module, You acknowledge and agree that You are solely responsible for any database performance obligations or other issues with the Oracle Cloud Service caused by such use. You agree and consent to Oracle's temporary suspension of the Innovation Workbench module if Oracle determines that any such access or use is causing critical incidents with the rest of the modules of the associated Advanced Science Cloud Services. Service Level Targets do not apply to the Innovation Workbench.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR YOUR ORDER, THE INNOVATION WORKBENCH MODULE OF THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND ORACLE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE INNOVATION WORKBENCH MODULE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TIMELINESS AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Hospitality Adaptive Forecasts Cloud Service – Per POS Client

Part # B833001

Users of Oracle Hospitality Adaptive Forecasts Cloud Service are authorized to access all modules and capabilities of Oracle Hospitality Advanced Science Cloud Service as defined in the respective User Guide.

Usage Limits: The Oracle Hospitality Adaptive Forecasts Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as defined in Your order; and
- a maximum file storage of 100GB and maximum concurrent users of 60. Exceeding this may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- The following usage limits apply based on the number of POS Clients in Your order:

POS Clients	Database Storage	File Storage
300-2,999	900GB	100 GB
3,000 – 20,000	2.1TB	100 GB

Oracle will provision two Environments for this Oracle Cloud Service: 1 Production and 1 Non-Production.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.

The standard data retention allowance for this Oracle Cloud Service is 2 years of aggregated sales data.

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following service level targets for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target System Availability
14 Days	24 Hours	97.0%

The Service Level Targets do not apply to the Non Production Environment(s). The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Restrictions on Use:

Performance of Your Oracle Cloud Service could be adversely affected by Your or Your Users' use of the Innovation Workbench through queries or programs generated by You or Your Users. By opting to use this Innovation Workbench module, You acknowledge and agree that You are solely responsible for any database performance obligations or other issues with the Oracle Cloud Service caused by such use. You agree and consent to Oracle's temporary suspension of the Innovation Workbench module if Oracle determines that any such access or use is

causing critical incidents with the rest of the modules of the associated Advanced Science Cloud Services. Service Level Targets do not apply to the Innovation Workbench.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR YOUR ORDER, THE INNOVATION WORKBENCH MODULE OF THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND ORACLE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE INNOVATION WORKBENCH MODULE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TIMELINESS AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Additional Non-Production Environment for Oracle Hospitality Advanced Science Cloud Service – Per Instance

Part # B83302

The Additional Non-Production Environment for Oracle Hospitality Advanced Science Cloud Services provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at Your request, no more than once per quarter. Performance metrics set forth in the Agreement are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits:

The Usage Limits that apply to the Production and Non-Production Environments for the associated service also apply to the Additional Non-Production Environment.

Auto Renewal:

Your order for this Oracle Cloud Service is subject to Auto Renewal under the terms of the Agreement.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Cloud Service – Service Descriptions

Oracle Payment Gateway Base Cloud Service – Per Physical Location

Part # B83697

Users of the Oracle Payment Gateway Base Cloud Service are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Base Cloud Service is subject to usage limits based on:

- a maximum number of Physical Locations as defined in Your order.
- The standard data retention allowance for this Oracle Cloud Service is 13 months of credit card batch reporting
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (GB)	File Storage (GB)
Physical Locations	You may upload up to 2GB of reporting data daily.	2GB

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Device Cloud Service – Per PIN Entry Device

Part # B83700

Users of the Oracle Payment Gateway Base Cloud Service are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Base Cloud Service is subject to usage limits based on:

- a maximum number of PIN Entry Devices as defined in Your order.

- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
PIN Entry Devices	N\A	N\A

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Lite Transaction Cloud Service (< 50,000 Transactions Per Year) – Per 10,000 Transactions

Part # B83701

Users of the Oracle Payment Gateway Lite Transaction Cloud Service (< 50,000 Transactions Per Year) are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Lite Transaction Cloud Service (< 50,000 Transactions Per Year) is subject to usage limits based on:

- a maximum number of 10,000 Transactions as defined in Your order.
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
10,000 Transactions	N\A	N\A

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Standard Transaction Cloud Service (50,000 – 150,000 Transactions Per Year) – Per 10,000 Transactions

Part # B83702

Users of the Oracle Payment Gateway Standard Transaction Cloud Service (50,000 – 150,000 Transactions Per Year) are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Standard Transaction Cloud Service (50,000 – 150,000 Transactions Per Year) is subject to usage limits based on:

- a maximum number of 10,000 Transactions as defined in Your order.
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
10,000 Transactions	N\A	N\A

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Premium Transaction Cloud Service (> 150,000 Transactions Per Year) – Per 10,000 Transactions

Part # B83703

Users of the Oracle Payment Gateway Premium Transaction Cloud Service (> 150,000 Transactions Per Year) are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Premium Transaction Cloud Service (> 150,000 Transactions Per Year) is subject to usage limits based on:

- a maximum number of 10,000 Transactions as defined in Your order.
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
10,000 Transactions	N\A	N\A

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Payment Gateway Unlimited Transaction Cloud Service – Per PIN Entry Device

Part # B84047

Users of the Oracle Payment Gateway Unlimited Transaction Cloud Service are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits: The Oracle Payment Gateway Unlimited Transaction Cloud Service is subject to usage limits based on:

- a maximum number of PIN Entry Devices as defined in Your order.
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
PIN Entry Devices	N\A	N\A

Service Level Targets:

For purposes of Disaster Recovery and System Availability Level as described in the Oracle Cloud Policies referenced below, the Service Level Targets for the Production Environment of this Oracle Cloud Service are provided with the applicable base Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.