Oracle Platform as a Service and Infrastructure as a Service – Public Cloud Service Descriptions-Metered & Non-Metered

December 24, 2015
Oracle Big Data Cloud Service - Starter Pack ................................................................. 36
Oracle Big Data Cloud Service – Additional Nodes ....................................................... 37
Oracle Big Data SQL Cloud Service ............................................................................. 38
Oracle Database Exadata Cloud Service ...................................................................... 40
Oracle Database Backup Service .................................................................................. 41
Oracle Internet of Things Cloud Service for Wearable Devices-Device .................... 42
Oracle Internet of Things Cloud Service for Consumer Devices- Device .................. 43
Oracle Internet of Things Cloud Service for Telematic Devices- Device ................... 44
Oracle Internet of Things Cloud Service for Commercial and Industrial Devices- Device . 45
Oracle Internet of Things Cloud Service-Additional Messages-1,000 Messages ........ 46
Oracle Java Cloud Service-SaaS Extension – S1 ......................................................... 46
Oracle Java Cloud Service-SaaS Extension – S2 ......................................................... 47
Oracle Java Cloud Service-SaaS Extension – S4 ......................................................... 47
Oracle Documents Cloud Service – Hosted Named User ........................................... 47
Oracle Documents Cloud Service – Storage Pack (100GB) ........................................ 48
Oracle Sites Cloud Service - Additional Interactions – Interactions per Month .......... 48
Oracle Mobile Cloud Service – 10,000 API Calls Per Month ..................................... 48
Oracle Mobile Cloud Service – Additional API Calls – 10,000 API Calls Per Month .... 49
Oracle Mobile Cloud Service – Interactions Per Month ............................................. 50
Oracle Mobile Cloud Service – Additional Interactions – Interactions Per Month ....... 50
Oracle Mobile Cloud Service – Additional Storage – Gigabyte Storage Capacity Per Month ........................................ 51
Oracle Process Cloud Service –Hosted Named User .................................................. 51
Oracle Integration Cloud Service – Non-Metered – Hosted Connection ..................... 51
Oracle Integration Cloud Service – Standard Edition – Hosted Environment ............ 52
Oracle Integration Cloud Service – Enterprise Edition – Hosted Environment .......... 52
Oracle Integration Cloud Service – Additional Hosted Connections ........................ 53
Oracle Business Intelligence Cloud Service-Hosted Named User ............................. 53
Oracle Data Visualization Cloud Service-Hosted Named User .................................. 54
Oracle Messaging Cloud Service ................................................................................ 54
Oracle Log Analytics Cloud Service – Standard Edition ............................................ 55
Oracle Log Analytics Cloud Service – Enterprise Edition .......................................... 55
Oracle IT Analytics Cloud Service – Standard Edition .............................................. 56
Oracle IT Analytics Cloud Service – Enterprise Edition ............................................. 57
Oracle Application Performance Monitoring Cloud Service – Standard Edition ........ 58
Oracle Application Performance Monitoring Cloud Service – Enterprise Edition ....... 58
**ORACLE INFRASTRUCTURE AS A SERVICE-METERED** ................................................................. 60
Oracle IaaS Public Cloud Services ........................................................................................................ 60
  Oracle Compute Cloud Service ............................................................................................................. 61
  Oracle Storage Cloud Service .............................................................................................................. 63

**INFRASTRUCTURE AS A SERVICE SERVICE DESCRIPTIONS-NON-METERED** ....................... 66
Oracle Storage Cloud Service .................................................................................................................. 66
Oracle Storage Cloud Service – Non-metered - TB of Storage Capacity .............................................. 67
Oracle Compute Cloud Service - Block Storage - Non-metered -TB of Storage Capacity .................. 68
Oracle Compute Cloud Service – Non-Metered ..................................................................................... 69

**PUBLIC SECTOR PAAS AND IaaS SERVICES** .................................................................................. 71
Oracle Database Cloud Service – Non-metered- Public Sector–Hosted Environment ......................... 71
Oracle Database Backup Service – Non-metered – Public Sector – TB of Storage Capacity .......... 72
Oracle Java Cloud Service -Non-metered- Public Sector - Hosted Environment ............................... 73
Oracle Compute Cloud Service - Block Storage - Non-metered –Public Sector - TB of Storage Capacity ................................................................................................................................. 75
Oracle Storage Cloud Service – Non-metered – Public Sector - TB of Storage Capacity ............... 75

**RETIRED OFFERINGS** ..................................................................................................................... 78
Oracle IaaS Public Cloud Services –Public Sector ............................................................................... 78
Oracle Java Public Cloud Services - Public Sector ............................................................................... 78
Oracle Database Public Cloud Services-Public Sector ........................................................................ 79
GLOSSARY PUBLIC CLOUD SERVICES-NON-METERED

API Call - is defined as any API call or notification consumed by any application built on the service.

Device: is defined as a unique device that transmits data to or receives data from Oracle applications or Oracle Cloud Services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. A Device that is connected directly to Oracle applications or Cloud Services, or connected indirectly such as through a gateway device or a third-party communications service, is uniquely identified as being the endpoint of communication of data to or from the Oracle application or Oracle Cloud Service. A Device may also be registered with the Oracle application or Cloud Service, uniquely identifying it as the endpoint of communication.

Gigabyte Storage Capacity per Month: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

Hosted Connection: is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service or Oracle Integration Cloud Service for CX. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected. Web Services that use the same WSDL url and credential are counted as one Connection.

Hosted Environment: is the combination of systems and supporting resources to which Oracle grants you access as part of the Oracle Cloud Services ordered by you, that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the Oracle Public Cloud Services, and (ii) used by Oracle to perform the Oracle Cloud Services. The Hosted Environment consists of the Production Environment, and any non-Production Environment(s), as referenced in the applicable Ordering Document and services policies.

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

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

Hosted Node: is defined as a high-performance, Infiniband-enabled server for extending Hadoop clusters on the Oracle Big Data Cloud Service.

Interaction: is defined as any API call or notification consumed by any application built on the Oracle Mobile Cloud Service.

Interactions per Month: is defined as a request initiated from client browser delivering up to 100K of data in a calendar month. If a request exceeds 100K, it will account for multiple interactions.
**OCPU** is defined as the CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**TB of Storage Capacity**: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service.

**Storage Pack**: is defined as one hundred (100) GB of file storage across all users per tenant.

**10 Concurrent Connections**: is defined as each Concurrent Messaging Connection which can send and receive up to a total of five million (5,000,000) messages per calendar month. Each Message Push Listener may each use exclusively one Messaging Connection. The number of Message Push Listeners within a Service instance may not exceed the number of Concurrent Messaging Connections within that instance.

**1,000 Messages**: is defined as 1,000 Messages per Month, where one Message is a packet of data sent between (to or from) a Device and Oracle Internet of Things Cloud Service during a calendar month.

**Total Retention Period**: is defined as duration in days for which the ingested data by a specific tenant will continue to be available in Oracle Cloud for online IT Analytics Processing and/or Application Performance Monitoring.

**Total Indexed Size**: is defined as bytes of computer storage space used to store Solr™ indices.
**ORACLE PLATFORM AS A SERVICE-METERED**

**Oracle Database Public Cloud Services**

**Applicable Part # B77326**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Database Public Cloud Services.

**Eligible Services**

The current Database Public Cloud Services available include:

- Oracle Database Cloud Service
- Oracle Database Backup Service

During the Services Period of your order, you may consume any Database Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Database Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Database Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Database Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

If you do not wish to pre-pay an amount to Oracle for use of Database Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new Database Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**“Pre-Paid Subscription”**

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Database Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the “Pre-Paid Subscription Period”) unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Database Public Cloud Service as defined in your order. If Oracle adds...
additional service offerings to list of eligible Database Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle's then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Database Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Database Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the Database Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

**Oracle Database Cloud Service**

<table>
<thead>
<tr>
<th>Oracle Database Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service-Standard Edition One - Virtual Image - General Purpose</td>
<td>B78521</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Standard Edition One - Virtual Image - General Purpose</td>
<td>B78522</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition-Virtual Image - General Purpose</td>
<td>B78523</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition-Virtual Image - General Purpose</td>
<td>B78524</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition High Performance - Virtual Image - General Purpose</td>
<td>B78525</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition High Performance - Virtual Image - General Purpose</td>
<td>B78526</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition Extreme Performance- Virtual Image - General Purpose</td>
<td>B78527</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition Extreme Performance- Virtual Image - General Purpose</td>
<td>B78528</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Standard Edition One - General Purpose</td>
<td>B78529</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Standard Edition One - General Purpose</td>
<td>B78530</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition-General Purpose</td>
<td>B78531</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition-General Purpose</td>
<td>B78532</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
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<td>B78533</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Database Cloud Service-Enterprise Edition-High Performance - General Purpose</td>
<td>B78534</td>
<td>OCPU PER HOUR</td>
</tr>
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### Oracle Database Cloud Service - Enterprise Edition

**Extreme Performance - General Purpose**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>SKU</th>
<th>Billing Unit</th>
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<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition</td>
<td>B78535</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>High Performance - Virtual Image - High Memory</td>
<td></td>
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<td></td>
<td>B78536</td>
<td>OCPU PER HOUR</td>
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**General Purpose - Virtual Image - High Memory**

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</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Standard Edition One</td>
<td>B78537</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>High Memory - Virtual Image</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>B78538</td>
<td>OCPU PER HOUR</td>
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**Extreme Performance - Virtual Image - High Memory**

<table>
<thead>
<tr>
<th>Service Description</th>
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</tr>
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<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition High</td>
<td>B78539</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Performance - Virtual Image</td>
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**Enterprise Edition - Virtual Image - High Memory**

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<thead>
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<th>Service Description</th>
<th>SKU</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition High</td>
<td>B78541</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Performance - Virtual Image</td>
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<td></td>
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<td></td>
<td>B78542</td>
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**Enterprise Edition Extreme Performance - Virtual Image - High Memory**

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<th>SKU</th>
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<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme</td>
<td>B78543</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Performance - Virtual Image</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>B78544</td>
<td>OCPU PER HOUR</td>
</tr>
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</table>

**Enterprise Edition - Virtual Image - High Memory**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>SKU</th>
<th>Billing Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition</td>
<td>B78545</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>High Performance - Virtual Image</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>B78546</td>
<td>OCPU PER HOUR</td>
</tr>
</tbody>
</table>

**Enterprise Edition - Virtual Image - High Performance**

<table>
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<tr>
<th>Service Description</th>
<th>SKU</th>
<th>Billing Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition</td>
<td>B78547</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>High Performance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>B78548</td>
<td>OCPU PER HOUR</td>
</tr>
</tbody>
</table>

**Enterprise Edition - Extreme Performance - Virtual Image - High Memory**

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<thead>
<tr>
<th>Service Description</th>
<th>SKU</th>
<th>Billing Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme</td>
<td>B78549</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Performance - Virtual Image</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>B78550</td>
<td>OCPU PER HOUR</td>
</tr>
</tbody>
</table>

**Enterprise Edition Extreme Performance - Virtual Image - High Memory**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>SKU</th>
<th>Billing Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme</td>
<td>B78551</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Performance - Virtual Image</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>B78552</td>
<td>OCPU PER HOUR</td>
</tr>
</tbody>
</table>

**Oracle Compute Cloud Service**

**OCPU PER HOUR**: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Compute Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Oracle Compute Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**OCPU PER MONTH**: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Database Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPU’s come with a pre-defined amount of memory. Oracle Database Cloud Service supports
two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**Description**

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.

**Service Activation, Measurement and Usage** You may begin using the Oracle Database Cloud Service after the Oracle Cloud Service account has been set up for consumption. You may view your usage of the Oracle Database Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Database Cloud Service- Virtual Image, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
- For purposes of Oracle Database Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**

The Oracle Database Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Cloud Policies**

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

### Oracle Database Backup Service

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Database Backup Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Storage Capacity</td>
<td>B77079</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>2</td>
<td>Outbound Data Transfer</td>
<td>B77476</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
</tbody>
</table>
**Metrics:**

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1,073,741,824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH:** is defined as the quantity during a month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

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

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

**Description**

Oracle Database Backup Service is designed to provide scalable object storage for your Oracle database backup data. You can use the Oracle Database Backup Service to perform backup and recovery operations using the RMAN interface. To store Oracle Database backups, You must first purchase the Oracle Database Backup Service. The Oracle Storage Cloud Service cannot be used to store Oracle Database backups with the RMAN interface.

**Service Activation, Measurement and Usage**

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

- For purposes of Oracle Database Backup Service-Storage Capacity, Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of each calendar month to generate Your monthly charges.

- For purposes of Oracle Database Backup Service-Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data Transfer from the Oracle Cloud Service, including downloads by You or transfers over the internet.

- For purposes of Oracle Database Backup Service-Requests Your usage is measured by the quantity of REST API Requests (including PUT, HEAD, POST, COPY, DELETE, GET) You used in the Oracle Database Backup Service during each calendar month.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Database Backup Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. Monthly Uptime Percentage = 100 – the average of the Error Rates from each one-hour period in any given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as documented in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total storage transactions during a one-hour time interval.

3. A Failed Storage Transactions is any of the following transactions that did not meet the defined “success criteria” when processed.

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Termination**

The Oracle Database Backup Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Backup Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Cloud Policies**

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

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**Oracle Big Data Public Cloud Services**

**Applicable Part #**
Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Big Data Public Cloud Services.

**Eligible Services**
The current Big Data Public Cloud Services available include:

- Oracle Big Data Preparation Cloud Service

During the Services Period of your order, you may consume any Big Data Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Big Data Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Big Data Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**
The service description for each Big Data Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**
If you do not wish to pre-pay an amount to Oracle for use of Big Data Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new Big Data Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**“Pre-Paid Subscription”**
Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Big Data Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the “Pre-Paid Subscription Period”) unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Big Data Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible Big Data Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Big Data Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Big Data Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as
defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the Big Data Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Big Data Cloud Service

<table>
<thead>
<tr>
<th>Oracle Big Data Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Big Data Preparation Cloud Service</td>
<td>B85311</td>
<td>Hosted Named User Per Month</td>
</tr>
</tbody>
</table>

### Oracle Big Data Preparation Cloud Service Metered – Hosted Named User Per Month

Applicable Part # B85311

**Description**

Hosted Named Users of the Oracle Big Data Preparation Cloud Service are authorized to access the data processing capabilities of the Big Data Preparation Cloud Service. This includes the ability to create, edit, and delete transformation scripts, as well as scheduling them for publish using the internal scheduler.

The Oracle Big Data Preparation Cloud Service environment is subject to the following limits:

- Oracle will provision one environment for this Oracle Cloud Service. This environment may be dedicated as a stage environment for non-production use or as a production environment. Additional environments may be purchased subject to additional fees.

**Third Party Web Sites, Platforms and Services**

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

**Termination**

The Oracle Database Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Responsibilities**

The following aspects of service management are the customer’s responsibility. These include, but are not limited to:

The Cloud Services are not intended to hold sensitive or regulated information. You must not use the
Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data. Files uploaded via the Big Data Preparation Cloud Service do not get scanned by anti-virus software. Customer is responsible for checking all uploaded files for the presence of viruses. Oracle accepts no liability for any damage caused by any virus transmitted during the upload process.

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

**Oracle Middleware Public Cloud Services**

**Applicable Part # B78388**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Middleware Public Cloud Services.

**Eligible Services**
The current Middleware Public Cloud Services available include:

- Oracle Java Cloud Service
- Oracle Java SE Cloud Service
- Oracle Node Cloud Service
- Oracle Documents Cloud Service
- Oracle Sites Cloud Service
- Oracle Integration Cloud Service
- Oracle Messaging Cloud Service
- Oracle Mobile Cloud Service
- Oracle Internet of Things Cloud Service

During the Services Period of your order, you may consume any Middleware Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Middleware Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Middleware Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**
The service description for each Middleware Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. "Pay as You Go" or 2. "Pre-paid Subscription"

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**
If you do not wish to pre-pay an amount to Oracle for use of Middleware Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your
order Oracle makes available new Middleware Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

“Pre-Paid Subscription”

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Middleware Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the “Pre-Paid Subscription Period”) unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Middleware Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible Middleware Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Middleware Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Middleware Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the Java Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Java Cloud Service

<table>
<thead>
<tr>
<th>Oracle Java Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Java Cloud Service -Standard Edition-Virtual Image-General Purpose</td>
<td>B78553</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service -Standard Edition-Virtual Image-General Purpose</td>
<td>B78554</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-General Purpose</td>
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<td>OCPU PER MONTH</td>
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<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-General Purpose</td>
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<td>OCPU PER HOUR</td>
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<td>OCPU PER MONTH</td>
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<td>OCPU PER HOUR</td>
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<td>B78560</td>
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<td>Oracle Java Cloud Service-Suite-General Purpose</td>
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<tr>
<td>Oracle Java Cloud Service-Suite-General Purpose</td>
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</tbody>
</table>

**OCPU PER HOUR**: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Compute Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Oracle Compute Cloud Service supports two kinds of shapes for
virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**OCPU PER MONTH:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Database Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPU’s come with a pre-defined amount of memory. Oracle Database Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**Description**

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

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**

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

- For purposes of Oracle Java Cloud Service- Virtual Image, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

- For purposes of Oracle Java Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**

The Oracle Java Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Java Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Cloud Policies**

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

<table>
<thead>
<tr>
<th>Oracle Java SE Cloud Service Offering</th>
<th>Part #</th>
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</tr>
</thead>
<tbody>
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<td>B83823</td>
<td>GB MEMORY PER HOUR</td>
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<tr>
<td>Oracle Java SE Cloud Service</td>
<td>B83824</td>
<td>GB MEMORY PER MONTH</td>
</tr>
</tbody>
</table>

**GB MEMORY PER HOUR:** is defined as the number of GB’ memory hours allocated as part of Oracle Java SE Cloud Service instance.

**GB MEMORY PER MONTH:** is defined as the number of GB’ memory hours allocated as part of Oracle Java SE Cloud Service instance in a calendar month.

**Description**
Oracle Java SE Cloud Service provides a cloud-based environment for the execution of any Java SE application. Rich cloud tooling and comprehensive REST APIs enable customer-controlled application deployment, environment sizing, scaling, Java version upgrading, and Flight Recorder control. Oracle Java SE Cloud Service can be used through the Application Container Cloud console for Oracle Java SE Cloud Service.

This service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Java SE Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle Java SE Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

For purposes of Oracle Java SE Cloud Service, Your usage is measured by calculating the number of GB hours used by You. Pricing is per GB hour consumed for each application instance, from the time an instance is launched until it is terminated or stopped. Each partial GB hour consumed will be billed as a full hour.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Java SE Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java SE Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**
The Oracle Java SE Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Java SE Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Customer Responsibilities**
Section 1.2 of the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies does not apply to this Cloud Service. You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of your Cloud Services.
including Your Applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud log-in credentials and private keys generated as part of the Cloud Services are for your internal use of the services only, and you may not sell, share, transfer or sublicense them to any other entity or person, except that you may disclose your private key to your subcontractors who are Users of the Cloud Services and performing work on your behalf.

**Oracle Cloud Policies**

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

**Oracle Node Cloud Service**

<table>
<thead>
<tr>
<th>Oracle Node Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Node JS Cloud Service</td>
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<td>GB MEMORY PER HOUR</td>
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<tr>
<td>Oracle Node JS Cloud Service</td>
<td>B83826</td>
<td>GB MEMORY PER MONTH</td>
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</table>

**GB MEMORY PER HOUR**: is defined as the number of GB’ memory hours allocated as part of Oracle Node Cloud Service instance.

**GB MEMORY PER MONTH**: is defined as the number of GB’ memory hours allocated as part of Oracle Node Cloud Service instance in a calendar month.

**Description**

Oracle Node Cloud Service provides a cloud-based environment for the execution of any Node application. Rich cloud tooling and comprehensive REST APIs enable customer-controlled application deployment, environment sizing, scaling, and Node version upgrading. Oracle Node Cloud Service can be used through the Application Container Cloud console for Oracle Node Cloud Service.

This service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**

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

For purposes of Oracle Node Cloud Service, Your usage is measured by calculating the number of GB hours used by You. Pricing is per GB hour consumed for each application instance, from the time an instance is launched until it is terminated or stopped. Each partial GB hour consumed will be billed as a full hour.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Node Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Node Cloud Service was in the state of “Unavailable.”

2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity
**Termination**
The Oracle Node Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Node Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Customer Responsibilities**
Section 1.2 of the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies does not apply to this Cloud Service. You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of your Cloud Services including Your Applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud log-in credentials and private keys generated as part of the Cloud Services are for your internal use of the services only, and you may not sell, share, transfer or sublicense them to any other entity or person, except that you may disclose your private key to your subcontractors who are Users of the Cloud Services and performing work on your behalf.

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

**Oracle Documents Cloud Service and Sites Cloud Services**

<table>
<thead>
<tr>
<th>Oracle Documents Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Documents Cloud Service</td>
<td>B85276</td>
<td>Hosted Named User per Month</td>
</tr>
<tr>
<td>Oracle Documents Cloud Service- Additional Storage</td>
<td>B85277</td>
<td>Storage Pack per Month</td>
</tr>
<tr>
<td>Oracle Sites Cloud Service – Additional Interactions</td>
<td>B85275</td>
<td>Interactions per Month</td>
</tr>
</tbody>
</table>

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

**Interactions per Month**: Request initiated from client browser delivering up to 100K of data in a calendar month. If a request exceeds 100K, it will account for multiple interactions.

**Storage Pack per Month**: is defined as one hundred (100) Gigabytes of file storage across all users per tenant in a calendar month.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Documents Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view your usage of the Oracle Documents Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Documents Cloud Service - Your usage is measured by calculating the number of Hosted Named Users used by You each calendar month.
- For purposes of Oracle Documents Cloud Service – Additional Storage, Your usage is measured by calculating the number of 100 Gigabytes used by You per month.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Documents Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).
Definitions

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Integration Cloud Service was in the state of “Unavailable.”

2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Termination

The Oracle Documents Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Documents Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

Oracle Documents Cloud Service – Hosted Named User Per Month

Applicable Part # B85276

The Oracle Documents Cloud Service environment is subject to a quantity of five hundred (500) GB of file storage across all users per tenant with minimum terms of 10 users and a 12-month subscription.

Each license to the Oracle Documents Cloud Service environment includes the limited right to use the following features of the service: (i) File/Folder Version History (ii) Links and Sharing (iii) Mobile Access (iv) Desktop and Mobile Sync (v) Offline Access (vi) Full-text Search (vii) Rest API access (viii) Integration with WCC On-Premise (ix) SaaS/PaaS integrations (x) Conversations, comments and annotation on files and folders and (xi) Oracle Sites Cloud Service (up to 2500 Interactions per Month) for building websites.

By default Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow unscanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Documents Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

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

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

Usage Limits:
Sites Cloud Service is limited to up to 2500 Interactions per Month. You may purchase additional Interactions per Month separately.

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 Documents Cloud Service – Additional Storage - Storage Pack (100GB)**
Applicable Part # B85277

The Oracle Documents Cloud Service – Additional Storage is subject to the quantity of one hundred (100) GB of file storage across all users per tenant.

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

**Oracle Sites Cloud Service - Additional Interactions – Interactions per Month (5,000 interactions)**
Applicable Part # B85275

The Oracle Sites Cloud Service - Additional Interactions is subject to the quantity of five thousand (5,000) Interactions per Month across all sites and users per tenant.

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

**Oracle Integration Cloud Service –Hosted Connection Per Month**
Applicable Part # B84706

Users of the Oracle Integration Cloud Service are authorized to access the following module:

- Oracle Integration Cloud Service

**Hosted Connection per Month:** is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service or Oracle Integration Cloud Service for CX. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected in a calendar month. Web Services that use the same WSDL url and credential are counted as one Connection.

**Usage Limits:** The Oracle Integration Cloud Service is subject to the following quantities:

- This Oracle Cloud Service requires at minimum two (2) Connections per month. You may separately purchase up to an additional eight (8) Connections per month, up to a maximum of ten (10) total Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the
instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Messaging Cloud Service**

<table>
<thead>
<tr>
<th>Oracle Messaging Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Messaging Cloud Service</td>
<td>B85281</td>
<td>1,000,000 API Calls per Month</td>
</tr>
</tbody>
</table>

**1,000,000 API Calls per Month** is 1,000,000 API calls or notifications consumed by any application built on the service during a month.

**Service Activation, Measurement and Usage** You may begin using the Oracle Messaging Cloud Service after the Oracle Cloud Service account has been set up for consumption. You may view your usage of the Oracle Messaging Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Termination**

The Oracle Messaging Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Note:** Customer Data sent as messages to an Oracle Messaging Cloud Service instance are considered temporary in nature. When an Oracle Messaging Cloud Service instance is terminated, the service instance will become unavailable and all Customer Data will be immediately deleted.

**Oracle Messaging Cloud Service – 1,000,000 API Calls Per Month**

**Description**

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

The Oracle Messaging Cloud Service includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Oracle Cloud Policies**

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

**Oracle Mobile Cloud Service**

<table>
<thead>
<tr>
<th>Oracle Mobile Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Mobile Cloud Service</td>
<td>B84702</td>
<td>10,000 API Calls per Month</td>
</tr>
<tr>
<td>Oracle Mobile Cloud Service- Storage Pack</td>
<td>B84703</td>
<td>10,000 API Calls per Month</td>
</tr>
<tr>
<td>Oracle Mobile Cloud Service – Additional Interactions</td>
<td>B84704</td>
<td>Gigabyte Storage Capacity per Month</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>--------</td>
<td>-------------------------------------</td>
</tr>
</tbody>
</table>

**10,000 API Calls per Month**: is defined as 10,000 of any API call or notification consumed by any application built on the Oracle Mobile Cloud Service during a month of the service.

**Gigabyte Storage Capacity per Month**: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Mobile Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle Mobile Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Mobile Cloud Service - Your usage is measured by calculating the number of API Calls used by You during a month of the service.
- For purposes of Oracle Mobile Cloud Service - StoragePack, Your usage is measured by calculating the number of API Calls used by You during a month of Service.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Mobile Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Mobile Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**
The Oracle Mobile Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Mobile Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Mobile Cloud Service – Metered – 10,000 API Calls per Month**
Applicable Part # B84702
Users of Oracle Mobile Cloud Service are authorized to access the following modules or features:

- Mobile Backends, Platform APIs : Push Notification, Storage, Data Offline and Sync, Device Registration, Database, App Policies and Analytics
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework (“MAF”) during the Services Term subject to terms and conditions set forth in Your order.
The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Program Oracle JavaScript Extension Toolkit (JET). Use of JET is restricted to extending the functionality of the Oracle Mobile Cloud Service and/or creating a web based application that interacts with representational state transfer (REST) services that Oracle Mobile Cloud Service provides.

Usage Limits: The Oracle Mobile Cloud Service is subject to the following quantities:
  • One (1) development portal and one (1) deployment environments.
  • The deployment environment is limited to three thousand and fifty thousand API calls (10,000 API calls, minimum 35) per month and three (3) GB of Database Storage.
  • One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

The terms referenced in this Service Description are described in the Program Documentation for this 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 Mobile Cloud Service – Additional API Calls – Metered 10,000 API Calls Per Month
Applicable Part # B84703

This Oracle Mobile Cloud Service-Additional Interactions consists of a block of 10,000 API Calls per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of API Calls expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month. Oracle Mobile Cloud Service-Additional API Calls may be used only for the Oracle Mobile 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 Mobile Cloud Service – Additional Storage – Metered -- Gigabyte Storage Capacity Per Month
Applicable Part # B84704
This Oracle Mobile Cloud Service-Additional Storage consists of a block of 1 GB of additional storage per month.

Oracle Mobile Cloud Service-Additional Storage may be used only for the Oracle Mobile 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 SOA Suite Cloud Service

<table>
<thead>
<tr>
<th>Oracle SOA Suite Cloud Service Offering</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle SOA Cloud Service</td>
<td>B83461</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle API Manager Cloud</td>
<td>B83462</td>
<td>OCPU PER MONTH</td>
</tr>
</tbody>
</table>
**OCPU PER MONTH:** is defined as the number of OCPU hours used as part of the Oracle SOA Suite Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPUs come with a pre-defined amount of memory.

**Description**
Oracle SOA Suite Cloud Service consists of a cloud-based application server – Oracle WebLogic Server, installed with SOA Suite, Service Bus, or API Manager with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling – designed to support any SOA Suite integration. Oracle SOA Suite Cloud Service supports one kind of shape for virtual machines -- High Memory. You can use the Oracle SOA Suite Cloud Service through the Oracle SOA Suite Cloud Service console. A license for API Manager Cloud Service includes a restricted use license for Oracle Service Bus that only allows the creation of SOAP- and REST-based services using the HTTP Transport for the sole purpose of exposing APIs through the API Manager Cloud Service Portal and then processing the API flow as a pass-through message through the embedded Service Bus. This license excludes the use of any and all other adapters, transports, content based routing, load balancing, throttling and other Service Bus features not required for pass-through API processing.

This Oracle Cloud Service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**
You may begin using the Oracle SOA Suite Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle SOA Suite Cloud Service in the Oracle SOA Suite Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle SOA Suite Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle SOA Suite Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

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

**Termination**
When an Oracle SOA Suite Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.
Oracle Cloud Policies

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

Oracle Internet of Things Cloud Service-Metered

Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:
- Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
- The following Client-side software: the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials
- Oracle Java SE Embedded
- Development SDK for device applications development

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for use solely with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness. Customer is solely responsible for managing the Java Standard Edition software products, including the implementation, operation, security and maintenance of such products, outside the Services Environment.

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Internet of Things Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Oracle Internet of Things Cloud Service for Wearable Devices-Metered</td>
<td>B85270</td>
<td>DEVICE PER MONTH includes 1,500 Per Messages Per Month</td>
</tr>
<tr>
<td>2</td>
<td>Oracle Internet of Things Cloud Service for Consumer Devices-Metered</td>
<td>B85271</td>
<td>DEVICE PER MONTH includes 15,000 Per Messages Per Month</td>
</tr>
<tr>
<td>3</td>
<td>Oracle Internet of Things Cloud Service for Telematic Devices-Metered</td>
<td>B85272</td>
<td>DEVICE PER MONTH includes 100,000 Per Messages Per Month</td>
</tr>
<tr>
<td>4</td>
<td>Oracle Internet of Things Cloud Service for Industrial Devices-Metered</td>
<td>B85273</td>
<td>DEVICE PER MONTH includes 100,000 Per Messages Per Month</td>
</tr>
<tr>
<td>5</td>
<td>Oracle Internet of Things Cloud Service for Industrial Devices-Metered</td>
<td>B85274</td>
<td>1,000 MESSAGES PER MONTH</td>
</tr>
</tbody>
</table>

Definitions

Device Per Month: is defined the maximum number of Devices registered with the Internet of Things Cloud Service during a calendar month. A Device that is be directly connected to this Cloud Service, or indirectly connected such as through a gateway device or a third party communications service, is a unique endpoint that is registered with
Oracle Internet of Things Cloud Service and is able to send and receive data to or from the Cloud Service. Devices that have been permanently disconnected from this Cloud Service are not counted for purposes of this metric.

1,000 Messages Per Month: is defined as the total number of Messages sent during a calendar month. For the purpose of this metric, a Message is a packet of data sent between (to or from) a Device and the Oracle Internet of Things Cloud Service. Data exchanged between Oracle Internet of Things Cloud Service and other Oracle Cloud Services, or on-premise applications, using the Oracle Internet of Things Cloud Service REST API are not counted for purposes of this metric.

Service Activation, Measurement and Usage
You may begin using the Oracle Internet of Things Cloud Service after the Oracle Cloud Service account has been set up for use. You may view Your usage of the Oracle Internet of Things Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For purposes of Oracle Internet of Things Cloud Service, Your usage is measured on a monthly basis by calculating the number of Devices Per Month registered with the Cloud Service. Each such registered Device includes a number of Messages Per Month as listed in the table above. The number of Messages per Month among all Devices are aggregated, forming a pool comprising the Total Messages Per Month, that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes).
- Device messages data storage is limited to 500 GB. You can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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

Termination
The Oracle Internet of Things Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time by Your 30 days advance written notice to Oracle. You are obligated to pay for all charges including those incurred during the notice period. Upon termination of the Internet of Things Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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, excepting as follows: when the Oracle Internet of Things Cloud Service is terminated, the service instance will remain active for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 days period, the service instance will become unavailable and all of Your Content will be deleted.
## Oracle Database Cloud Service – Non-metered- Hosted Environment

### Applicable Part #

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>B83493 Oracle Database Cloud Service - Standard Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2</td>
<td>B83494 Oracle Database Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3</td>
<td>B83529 Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4</td>
<td>B83530 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5</td>
<td>B83531 Oracle Database Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6</td>
<td>B83532 Oracle Database Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7</td>
<td>B83533 Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8</td>
<td>B83534 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>9</td>
<td>B83535 Oracle Database Cloud Service - Standard Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10</td>
<td>B83536 Oracle Database Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11</td>
<td>B83537 Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12</td>
<td>B83538 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>13</td>
<td>B83539 Oracle Database Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>14</td>
<td>B83540 Oracle Database Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>15</td>
<td>B83541 Oracle Database Cloud Service - Enterprise Edition High Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>16</td>
<td>B83542 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

### Description

The Oracle Database Cloud Service — Non-metered-environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.
Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   • When an instance has no external connectivity

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Database Backup Service – Non-metered - TB of Storage Capacity
Applicable Part #B83543
This Oracle Database Backup Service environment is subject to the following quantities:
One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month. You may purchase multiples of 1 TB in a single Oracle Database Backup Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Service and not with any other cloud services - including Oracle Storage Cloud Service.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Backup Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Requirements</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>--------------</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database Backup Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Java Cloud Service - Non-metered-Hosted Environment**

<table>
<thead>
<tr>
<th>Applicable Part #</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>B83544 Oracle Java Cloud Service - Standard Edition - Virtual Image - General Purpose-Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2</td>
<td>B83545 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3</td>
<td>B83546 Oracle Java Cloud Service - Suite - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4</td>
<td>B83495 Oracle Java Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5</td>
<td>B83496 Oracle Java Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6</td>
<td>B83549 Oracle Java Cloud Service - Suite - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7</td>
<td>B83550 Oracle Java Cloud Service - Standard Edition - Virtual Image - High Memory-Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8</td>
<td>B83551 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>
IaaS and PaaS Public Cloud – Service Descriptions

<table>
<thead>
<tr>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>9  B83552 Oracle Java Cloud Service - Suite - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10 B83553 Oracle Java Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11 B83554 Oracle Java Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12 B83555 Oracle Java Cloud Service - Suite - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

**Description**

The Oracle Java Cloud Service—Non-metered - environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Java Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Database Cloud Service – Multitenant Edition-S5**

Applicable Part # B67335
The Oracle Database Cloud Service—Multitenant Edition –S5 environment is subject to the following quantities: one (1) schema of Oracle Database Enterprise Edition, five (5) GB of Oracle Database storage (approximately 1,000,000 rows of data) and thirty (30) GB data transfer rate per month.

Each subscription to the Oracle Database Cloud Service –S5 includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Database Cloud Service – Multitenant Edition -S20**
Applicable Part # B67336

The Oracle Database Cloud Service-Multitenant Edition-S20 environment is subject to the following quantities: one (1) schema of Oracle Database Enterprise Edition, twenty (20) GB of Oracle Database storage (approximately 6,000,000 rows of data) and one hundred twenty (120) GB data transfer rate a month.

Each license to the Oracle Database Cloud Service –S20 includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Database Cloud Service – Multitenant Edition -S50**
Applicable Part # B67337

The Oracle Database Cloud Service-Multitenant Edition – S50 environment is subject to the following quantities: a one (1) schema of Oracle Database Enterprise Edition, fifty (50) GB of Oracle Database storage (approximately 10,000,000 rows of data) and three hundred (300) GB a month.

Each license to the Oracle Database Cloud Service –Enterprise environment includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Database Cloud Service – Multitenant Edition –BIS50**
Applicable Part # B76846
The Oracle Database Cloud Service – Multitenant Edition – B1S50 environment is subject to the following quantities: a one (1) schema of Oracle Database Enterprise Edition, fifty (50) GB of Oracle Database storage (approximately 10,000,000 rows of data) and three hundred (300) GB a month.

Each license to the Oracle Database Cloud Service - Enterprise environment includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**Oracle Cloud Policies:**

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

**Oracle Big Data Cloud Service - Starter Pack**

Applicable Part # B81600

The Oracle Big Data Cloud Service – Starter Pack consists of the following:

- A platform designed to run diverse workloads on Hadoop systems and for the development of new Big Data applications and integrations with existing relational data.
- Pre-configured with security features utilizing Apache Sentry, Kerberos, both network encryption and encryption at rest, as well as Oracle Audit Vault and Database Firewall.

Each tenant of Oracle Big Data Cloud Service – Starter Pack ordered by You receives 6 Hosted Nodes with 32 Oracle Compute Units per node. Each node has 256 GB RAM and 48 TB of storage.

The Oracle Big Data Cloud Service – Starter Pack includes a limited right to access the following as part of the use of this Oracle Cloud Service:

- Cloudera’s Distribution including Apache Hadoop, Enterprise Data Hub Edition
- Oracle Big Data Connectors

**Termination**

When the Oracle Big Data Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service – Starter Pack available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
- “Unavailable” or “Unavailability” mean:
  - When all nodes have no external connectivity
• An “Oracle Compute Unit” (OCPU) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

Responsibilities
Oracle is responsible for performing the following aspects of service management for this Oracle Cloud Service:
• Initial Operation System setup
• Hadoop configuration and installation
• Network setup
• Network availability
• All Hardware / Firmware / BIOS

All other aspects of service management are Your responsibility, including, but not limited to:
• Operating System maintenance and administration
• Maintenance and administration of all Hadoop services
• Updates and patches to the Hadoop environment
• Updates and patches to the OS environment
• Monitoring of all Hadoop services running on the system

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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

Oracle Big Data Cloud Service – Additional Nodes
Applicable Part # B81601
Each tenant of Oracle Big Data Cloud Service – Additional Nodes receives additional nodes (in units of 6) with 32 Oracle Compute Units per node. Each node has 256 GB RAM and 48 TB of storage.

The Oracle Big Data Cloud Service – Additional Nodes includes a limited right to access the following as part of the use of this Oracle Cloud Service:
• Cloudera's Distribution including Apache Hadoop, Enterprise Data Hub Edition
• Oracle Big Data Connectors

Termination
When the Oracle Big Data Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
“Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”

“Unavailable” or “Unavailability” mean:
- When all nodes have no external connectivity

An “Oracle Compute Unit” (OCPU) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**Responsibilities**

Oracle is responsible for performing the following aspects of service management for this Oracle Cloud Service:

- Initial Operation System setup
- Hadoop configuration and installation
- Network setup
- Network availability
- All Hardware / Firmware / BIOS

All other aspects of service management are Your responsibility, including, but not limited to:

- Operating System maintenance and administration
- Maintenance and administration of all Hadoop services
- Updates and patches to the Hadoop environment
- Updates and patches to the OS environment
- Monitoring of all Hadoop services running on the system

**Oracle Cloud Policies**

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

**Oracle Big Data SQL Cloud Service**

Applicable Part # B81602

The Oracle Big Data SQL Cloud Service provides an architecture designed for SQL on Hadoop, that integrates data in Hadoop and NoSQL with data in Oracle Database.

The Oracle Big Data SQL Cloud Service includes a limited right to access the following as part of the use of this Oracle Cloud Service:

- Oracle Big Data SQL
- Oracle Copy2BDA
- External Tables and Smart Scan functionality on Hadoop

These features are described in the Program Documentation for this Oracle Cloud Service.

**Termination**

When the Oracle Big Data SQL Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.
Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
- “Unavailable” or “Unavailability” mean:
  - When all nodes have no external connectivity

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

Oracle Big Data Preparation Cloud Service - Hosted Named User
Applicable Part # B83454

Description
Hosted Named Users of the Oracle Big Data Preparation Cloud Service are authorized to access the data processing capabilities of the Big Data Preparation Cloud Service. This includes the ability to create, edit, and delete transformation scripts, as well as scheduling them for publish using the internal scheduler.

The Oracle Big Data Preparation Cloud Service environment is subject to the following limits:
- Oracle will provision one environment for this Oracle Cloud Service. This environment may be dedicated as a stage environment for non-production use or as a production environment. Additional environments may be purchased subject to additional fees.

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

Termination
When an Oracle Big Data Preparation Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Data will be deleted.

- Service may no longer be used for production during the soft termination period
Responsibilities
The following aspects of service management are the customer's responsibility. These include, but are not limited to:
The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.
Files uploaded via the Big Data Preparation Cloud Service do not get scanned by anti-virus software. Customer is responsible for checking all uploaded files for the presence of viruses. Oracle accepts no liability for any damage caused by any virus transmitted during the upload process.

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 Database Exadata Cloud Service

<table>
<thead>
<tr>
<th>Oracle Database Cloud - Exadata Service</th>
<th>Part #</th>
<th>Raw Storage</th>
<th>Usable Storage</th>
<th>Minimum OCPUs</th>
<th>Maximum OCPUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Exadata Cloud Service– Quarter Rack</td>
<td>B81633</td>
<td>144TB</td>
<td>42TB</td>
<td>28</td>
<td>68</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Half Rack</td>
<td>B81634</td>
<td>288TB</td>
<td>84TB</td>
<td>56</td>
<td>136</td>
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<tr>
<td>Oracle Database Exadata Cloud Service – Full Rack</td>
<td>B81635</td>
<td>576TB</td>
<td>168TB</td>
<td>112</td>
<td>272</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Additional OCPU</td>
<td>B81636</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Each offering uses the metric OCPU PER MONTH, which is defined as the number of Oracle Compute Units (OCPUs) used for all database instances of the Oracle Database Exadata Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each service instance has 248GB of memory per node and a pre-defined amount of storage for the chosen rack. Additional OCPUs do not include additional memory or storage.

Description
Oracle Database Exadata Cloud Service provides a dedicated 11gR2 or 12c single-node or multi-node database instance with automated customer-controlled backup, patching, and DBMS management all made available with the included Oracle Cloud tooling. The Oracle Database Exadata Cloud Service provides broad SQL*NET access and can be used with Oracle Enterprise Manager and other Oracle DBMS tools. You can use the Oracle Database Exadata Cloud Service through the Oracle Database Cloud - Exadata Service console.

Service Activation, Measurement and Usage
You may begin using the Oracle Database Exadata Cloud Service after the Oracle Cloud Service account has been set up for use.

- For purposes of Oracle Database Exadata Cloud Service, usage per the OCPU Per Month metric is measured by calculating the number of OCPU used per month for all database instances, and any partial usage in a month will be billed as a full month of use. Fees are based on the OCPUs consumed in a month for all database instances, from the time that the instance(s) is made available for use until it is terminated.
Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Exadata Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud - Exadata Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Termination
When an Oracle Database Exadata Cloud Service instance is terminated for production use, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by the Customer) can retrieve and re-organize important Customer Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

Oracle Cloud Policies:

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

Oracle Database Backup Service
Applicable Part # B76557

This Oracle Database Backup Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests. You may purchase in multiples of 1 TB in a single Oracle Database Backup Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Service and not with any other cloud services - including Oracle Storage Cloud Service.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Backup Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average of the Error Rates from each one-hour period in any given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as documented in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total storage transactions during a one-hour time interval.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed.
## No. | Request Type | Success Criteria
--- | --- | ---
1 | Authenticate a known account | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
2 | HEAD request on a known account | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
3 | PUT of a new container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
4 | PUT of a 1K object to a container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
5 | GET of a 1K object from a container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
6 | DELETE of a 1K object from a container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
7 | DELETE of a container | Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.
8 | Internet-based connection availability (UP/DOWN) | Connectivity is available

### Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Storage Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

### Oracle Internet of Things Cloud Service for Wearable Devices-Device
Part # B83588

Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:

- Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
- The following Client-side software: the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials
- Oracle Java SE Embedded
- Development SDK for device applications development
Usage Limits

- For purposes of Oracle Internet of Things Cloud Service, each Device includes 1,500 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)
- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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

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

Oracle Internet of Things Cloud Service for Consumer Devices- Device
Part # B83589
Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:
- Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
- Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials
- Oracle Java SE Embedded
- Development SDK for device applications development

Usage Limits

- For purposes of Oracle Internet of Things Cloud Service, each Device includes 15,000 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per
Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a
Message is 32 KB (32768 bytes)

- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration
policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is
included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for
the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud
Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway
is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement
for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

**THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST
NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE
INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.**

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

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

**Oracle Internet of Things Cloud Service for Telematic Devices- Device**
Part # B83590

Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:

- Access to device management, messaging, real-time analytics, integration and access through the
Management Console and REST APIs
- Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of
Things Cloud Service Client Libraries, samples and tutorials*
- Oracle Java SE Embedded**
- Development SDK for device applications development

Usage Limits

- For purposes of Oracle Internet of Things Cloud Service, each Device –includes 100,000 Messages Per
Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per
Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a
Message is 32 KB (32768 bytes)
- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration
policy and retrieve data using Oracle Internet of Things Cloud Service REST API
* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

**This Oracle Cloud Service is not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any Health, Payment Card or similarly sensitive information that imposes specific data security obligations for the processing of such data.**

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

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

**Oracle Internet of Things Cloud Service for Commercial and Industrial Devices-Device**
Part # B83591
Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:

- Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
- Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials
- Oracle Java SE Embedded**
- Development SDK for device applications development

**Usage Limits**

- For purposes of Oracle Internet of Things Cloud Service, each Device –includes 100,000 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)
- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.
**The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

**THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.**

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

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

**Oracle Internet of Things Cloud Service-Additional Messages-1,000 Messages**
Part # B83592

The Additional Messages for Oracle Internet of Things Cloud Service provides an additional 1,000 Messages to those included in Your Oracle Internet of Things Cloud Service.

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

**Oracle Java Cloud Service-SaaS Extension – S1**
Applicable Part # B67338

This Oracle Java Cloud Service-SaaS Extension -S1 environment is subject to the following quantities:
One (1) virtual image of Oracle WebLogic Managed Server one and a half (1.5) GB of Random Access Memory for Java Heap, five (5) GB of file storage and fifty (50) GB data transfer rate.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Oracle Cloud Policies:**
Your order for this Oracle Cloud Service is subject to the [Oracle Cloud Hosting and Delivery Policies](http://www.oracle.com/contracts), which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
**Oracle Java Cloud Service-SaaS Extension – S2**

Applicable Part # B67339

This Oracle Java Cloud Service-SaaS Extension-S2 environment is subject to the following quantities: Two (2) virtual image of Oracle WebLogic Managed Server, three (3) GB of Random Access Memory for Java Heap, ten (10) GB of file storage, two hundred and fifty (250) GB data transfer rate.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

**Oracle Java Cloud Service-SaaS Extension – S4**

Applicable Part # B67340

This Oracle Java Cloud Service-SaaS Extension-S4 environment is subject to the following quantities: Four (4) virtual image of Oracle WebLogic Managed Server, six (6) GB of Random Access Memory for Java Heap, twenty five (25) GB of file storage and five hundred (500) GB data transfer rate.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

**Oracle Documents Cloud Service – Hosted Named User**

Applicable Part # B76606

The Oracle Documents Cloud Service environment is subject to the quantity of five hundred (500) GB of file storage across all users per tenant.

Each license to the Oracle Documents Cloud Service environment includes the limited right to use the following features of the service: (i) File/Folder Version History (ii) Links and Sharing (iii) Mobile Access (iv) Desktop and Mobile Sync (v) Offline Access (vi) Full-text Search (vii) Rest API access (viii) Integration with WCC On-Premise (ix) SaaS/PaaS integrations (x) Conversations to collaborate on folders and documents and (xi) Oracle Sites Cloud Service (up to 2500 Interactions per Month) for building websites.

By default Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow unscanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Documents Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.
This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be “Your Applications” as defined in the Agreement.

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

Usage Limits:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- A maximum of 2,500 Interactions per Month. Additional Interactions per Month may be purchased separately.

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 Documents Cloud Service – Storage Pack (100GB)
Applicable Part # B76607

The Oracle Documents Cloud Service Storage Pack is subject to the quantity of one hundred (100) GB of file storage across all users per tenant.

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 Sites Cloud Service - Additional Interactions – Interactions per Month
Applicable Part # B85289

The Oracle Sites Cloud Service - Additional Interactions is subject to the quantity of two thousand five hundred (2,500) Interactions per Month across all sites and users per tenant.

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 Mobile Cloud Service – 10,000 API Calls Per Month
Applicable Part #B85278
Description

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

- Mobile Backends, Platform APIs: Push Notification, Storage, Data Offline and Sync, Device Registration, Database, App Policies and Analytics
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework ("MAF") during the Services Term subject to terms and conditions set forth in Your order.

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Program Oracle JavaScript Extension ToolKit (JET). Use of JET is restricted to extending the functionality of the Oracle Mobile Cloud Service and/or creating a web based application that interacts with representational state transfer (REST) services that Oracle Mobile Cloud Service provides.

Usage Limits: The Oracle Mobile Cloud Service is subject to the following quantities:

- One (1) development portal and one (1) deployment environments.
- The deployment environment is limited to three thousand and fifty thousand API calls (10,000 API calls, minimum 35) per month and three (3) GB of Database Storage.
- One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

The terms referenced in this Service Description are described in the Program Documentation for this 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 Mobile Cloud Service – Additional API Calls – 10,000 API Calls Per Month

Applicable Part #B85279

This Oracle Mobile Cloud Service- Additional API Calls consists of a block of 10,000 API Calls per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of interactions expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month. Oracle Mobile Cloud Service-Additional API Calls may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

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 Mobile Cloud Service – Interactions Per Month

Applicable Part # B81041

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

- Mobile Backends, Platform APIs: Push Notification, Storage, Data Offline, Device Registration, Database, Analytics
- SDKs for accessing Platform APIs from iOS and Android platforms
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework (“MAF”) during the Services Term subject to terms and conditions set forth in Your order.

Usage Limits: The Oracle Mobile Cloud Service is subject to the following quantities:

- One (1) development portal and three (3) deployment environments.
- The deployment environments consist of two non-production environments (Development and Staging) and one production environment.
- The deployment environments are limited to one million (1M) interactions per month and ten (10) GB of Database Storage.
- One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts excepting as follows: when the Oracle Mobile Cloud Service is terminated, the service instance will remain active for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

Oracle Mobile Cloud Service – Additional Interactions – Interactions Per Month

Applicable Part # B81042

This Oracle Mobile Cloud Service-Additional Interactions consists of a block of 100,000 interactions per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of interactions expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month. Oracle Mobile Cloud Service-Additional Interactions may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

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 Mobile Cloud Service – Additional Storage – Gigabyte Storage Capacity Per Month**

Applicable Part # B81599

This Oracle Mobile Cloud Service-Additional Storage consists of a block of 10 GB of additional storage per month for the Services Period of the Oracle Mobile Cloud Services.

Oracle Mobile Cloud Service-Additional Storage may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

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

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**Oracle Process Cloud Service – Hosted Named User**

Applicable Part # B81040

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

- Process Composition and Lifecycle Management using Process Composer
- Productive Task Management using Process Workspace
- Tracking, Performing process changes, Business control features using Process Workspace
- Real-time Dashboards and Operational Intelligence using Process Workspace

**THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.**

**Oracle Cloud Policies:**
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

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**Oracle Integration Cloud Service – Non-Metered – Hosted Connection**

Applicable Part # B85305

Users of the Oracle Integration Cloud Service – Non-Metered are authorized to access the following module:

- Oracle Integration Cloud Service

**Usage Limits:** The Oracle Integration Cloud Service is subject to the following quantities:
• This Oracle Cloud Service requires at minimum two (2) Connections per month. You may separately purchase up to an additional eight (8) Connections per month, up to a maximum of ten (10) total Connections per month.
• A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this 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, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Integration Cloud Service – Standard Edition – Hosted Environment

Applicable Part # 81029

Users of the Oracle Integration Cloud Service–Standard Edition are authorized to access the following module:

• Oracle Integration Cloud Service

Usage Limits: The Oracle Integration Cloud Service-Standard Edition is subject to the following quantities:

• This Oracle Cloud Service provides two (2) Hosted Connections per month. You may separately purchase up to an additional four (4) Hosted Connections per month, up to a maximum of six (6) total Hosted Connections per month.
• A maximum usage of up to one hundred thousand (100,000) messages per Hosted Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this 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, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Integration Cloud Service – Enterprise Edition – Hosted Environment

Applicable Part # 81030

Users of the Oracle Integration Cloud Service – Enterprise Edition are authorized to access the following module:

• Oracle Integration Cloud Service
**Usage Limits:** The Oracle Integration Cloud Service - Enterprise Edition is subject to the following quantities:

- This Oracle Cloud Service provides six (6) Hosted Connections per month. You may separately purchase up to an additional four (4) Hosted Connections per month, up to a maximum of ten (10) total Hosted Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Hosted Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Integration Cloud Service – Additional Hosted Connections**

Applicable Part # 81031

Oracle Integration Cloud Service – Additional Hosted Connections provides additional Hosted Connections, as set forth in Your order, with the Oracle Integration Cloud Service – Standard Edition or Oracle Integration Cloud Service – Enterprise Edition up to the maximums as specified in the applicable Services Descriptions.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Business Intelligence Cloud Service-Hosted Named User**

Applicable Part # B76632

The Oracle Business Intelligence Cloud Service environment is subject to the following quantities

Usage Limits:

- Each subscription to the Oracle Business Intelligence Cloud Service – Enterprise environment includes 30 GBs of file space for meta data and associated files.
- Each hosted user has entitlement to the Oracle Business Intelligence Mobile application posted on the Apple Store and Google Store
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
**Oracle Cloud Policies:**
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Data Visualization Cloud Service-Hosted Named User**

Applicable Part #: B84522

The Oracle Data Visualization Cloud Service is subject to the following quantities

**Usage Limits:**

- A maximum number of Authorized Users (Hosted Named User)
- 5 GB of storage for the catalog and snapshots
- 50 GBs of storage for imported data
- Oracle will provision one environment for this Oracle Cloud Service.

**Oracle Cloud Policies:**

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

**Oracle Messaging Cloud Service**

Applicable Part # B75122

This Oracle Messaging Cloud Service environment is subject to the following quantities:

Ten (10) Concurrent Messaging Connections; hundred thousand (100,000) messages per destination, ten thousand (10,000) Queues; ten thousand (10,000) Topics; ten thousand (10,000) Durable Subscriptions; and two and a half (2.5) TB of monthly data transfer.

Each Concurrent Messaging Connection can send and receive up to a total of five million (5,000,000) messages per month. Each Message Push Listener may each use exclusively one Messaging Connection. The number of Message Push Listeners within a Service instance may not exceed the number of Concurrent Messaging Connections within that instance.

The Oracle Messaging Cloud Service includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Note:** Customer Data sent as messages to an Oracle Messaging Cloud Service instance are considered temporary in nature. When an Oracle Messaging Cloud Service instance is terminated, the service instance will become unavailable and all Customer Data will be immediately deleted.
Oracle Log Analytics Cloud Service – Standard Edition
Applicable Part # B82691
Description
Oracle Log Analytics Cloud Service provides a cloud based application for monitoring, searching, analyzing and visualizing log data from a variety of IT log sources.

Oracle Log Analytics Cloud Service provides up to five (5) named users and a total indexed size of three hundred (300) GB per month.

Authorized users of the Oracle Log Analytics Cloud Service have a limited right to use the following features of the service.

- On-premise Management Cloud Agents
- On-premise Harvester
- On-premise Gateway
- Automatic log collection and secured transfer to Oracle Public Cloud
- Role based access control (RBAC)
- Out-of-the-box dashboards
- Smart Search
- Diagnostics of cross-tier problems
- Machine-learning and anomaly detection
- Integration of log and structured data
- Analytics Workbench
- Access to product documentation, samples and tutorials

Termination
When the Oracle Log Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this 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 Log Analytics Cloud Service – Enterprise Edition
Applicable Part # B82690
Description
Oracle Log Analytics Cloud Service provides a cloud based application for monitoring, searching, analyzing and visualizing log data from a variety of IT log sources.
Oracle Log Analytics Cloud Service provides up to an unlimited number of named users and a total indexed size of one (1) TB per month.

Authorized Users of the Oracle Log Analytics Cloud Service have a limited right to use the following features of the service.

- On-premise Management Cloud Agents
- On-premise Harvester
- On-premise Gateway
- Automatic log collection and secured transfer to Oracle Public Cloud
- Role based access control (RBAC)
- Out-of-the-box dashboards
- Smart Search
- Diagnostics of cross-tier problems
- Machine-learning and anomaly detection
- Integration of log and structured data
- Analytics Workbench
- Access to product documentation, samples and tutorials

**Termination**

When the Oracle Log Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Oracle Cloud Policies:**

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

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**Oracle IT Analytics Cloud Service – Standard Edition**

**Applicable Part #** B82700

**Description**

The Oracle IT Analytics Cloud Service is a cloud based application for IT capacity planning, performance analysis, infrastructure assessment, and asset inventory management.

Oracle IT Analytics Cloud Service provides up to five (5) named users and a Total Retention Period of 100 days.

Oracle IT Analytics Cloud Service includes the limited right to use the following features of the service.

- On-premise Oracle Management Cloud Agents
- On-premise Harvester
- On-premise Gateway
- Automatic collection of EM repository data and AWR data and secured transfer to Oracle Public Cloud
- Role based access control (RBAC)
- Out-of-the-box dashboards
- Resource planning
- Performance analysis
• Event analysis
• Configuration analysis
• Analytics Workbench
• Access to product documentation, samples and tutorials

Termination
When the Oracle IT Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this 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 IT Analytics Cloud Service – Enterprise Edition

Applicable Part # TBD

Description

The Oracle IT Analytics Cloud Service provides a cloud based application for IT capacity planning, performance analysis, infrastructure assessment, and asset inventory management.

Oracle IT Analytics Cloud Service provides up to an unlimited number of named users and a Total Retention Period of 13 months.

Oracle IT Analytics Cloud Service includes the limited right to use the following features of the service.
• On-premise Management Cloud Agents
• On-premise Harvester
• On-premise Gateway
• Automatic collection of EM repository and AWR data and secured transfer to Oracle Public Cloud
• Role based access control (RBAC)
• Out-of-the-box dashboards
• Resource planning
• Performance analysis
• Event analysis
• Configuration analysis
• Analytics Workbench
• Access to product documentation, samples and tutorials

Termination
When the Oracle IT Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this 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 Application Performance Monitoring Cloud Service – Standard Edition
Applicable Part # B82699

Description

Oracle Application Performance Monitoring Cloud Service provides a cloud based application for monitoring and diagnostics of web and mobile application faults as they arise.

Oracle Application Performance Monitoring Cloud Service provides an unlimited number of named users and the following Total Retention Periods for the data.

- Ninety (90) days of metric data
- Seven (7) days of trace data
- Unlimited daily rollups

Authorized users of the Oracle Application Performance Monitoring Cloud Service have the limited right to use the following features of the service.

- On-premise Application Performance Monitoring Agents
- Automatic Application Performance Monitoring data collection and secured transfer to Oracle Public Cloud
- Role based access control (RBAC)
- Out-of-the-box dashboards
- Web application performance monitoring
- Mobile application performance monitoring
- Rapid cross tier issue triage
- Automated anomaly detection
- Access to product documentation, samples and tutorials

Termination

When the Oracle Application Performance Monitoring Cloud Service is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this 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 Application Performance Monitoring Cloud Service – Enterprise Edition
Applicable Part # B82698

Description
Oracle Application Performance Monitoring Cloud Service provides a cloud based application for monitoring and diagnostics of web and mobile application faults as they arise.

Oracle Application Performance Monitoring Cloud Service provides an unlimited number of named users and the following Total Retention Periods for the data.

- Ninety (90) days of metric data
- Seven days of trace data
- Unlimited daily rollups
- Three days access to application log data

Authorized users of the Oracle Application Performance Monitoring Cloud Service have the limited right to use the following features of the service.

- On-premise Application Performance Monitoring Agents
- On-premise Gateways
- On-premise Harvesters
- Oracle Management Cloud Agent
- Automatic Application Performance Monitoring data collection and secured transfer to Oracle Public Cloud
- Role based access control (RBAC)
- Out-of-the-box dashboards
- Web Application performance monitoring
- Mobile application performance monitoring
- Rapid cross triage
- Automated anomaly detection
- End user monitoring
- Integrated Log Analytics
- Access to product documentation, samples and tutorials

**Termination**

When the Oracle Application Performance Monitoring Cloud Service is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Oracle Cloud Policies:**

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

**Oracle IaaS Public Cloud Services**

*Applicable Part # B77077*

Oracle will provide you with a Cloud Services Account which allows you to activate and use eligible Oracle IaaS Public Cloud Services.

**Eligible Services**
The IaaS Public Cloud Services currently available are:

- Oracle Compute Cloud Service
- Oracle Storage Cloud Service

During the Services Period of your order, you may activate any IaaS Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to activate any new IaaS Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of an IaaS Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**
The service description for each IaaS Public Cloud Service describes how you activate the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

If you do not wish to pre-pay an amount to Oracle for use of IaaS Public Cloud Services, you will be charged for the actual usage of all services that you activate within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new IaaS Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their activation and use. You will not be charged for any IaaS Public Cloud Service that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**“Pre-Paid Subscription”**

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle IaaS Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the "Pre-Paid Subscription Period"), unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated IaaS Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible IaaS Public Cloud Services within your Cloud Account during the Pre-Paid
Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated IaaS Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active IaaS Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the IaaS Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

**Oracle Compute Cloud Service**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Compute Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Outbound Data Transfer</td>
<td>B78516</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>3A</td>
<td>Additional Static IP</td>
<td>B78517</td>
<td>STATIC IP PER HOUR</td>
</tr>
<tr>
<td>3B</td>
<td>Unassociated Static IP</td>
<td>B78518</td>
<td>STATIC IP PER HOUR</td>
</tr>
<tr>
<td>4</td>
<td>Block Storage Capacity</td>
<td>B78519</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>5</td>
<td>Block Storage IO Requests</td>
<td>B78520</td>
<td>ONE MILLION IO REQUESTS PER MONTH</td>
</tr>
</tbody>
</table>

**Metrics:**

**OCPU PER HOUR:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Compute Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Oracle Compute Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH:** is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

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

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

IaaS and PaaS Public Cloud - Service Descriptions V122415  pg. 61
ONE MILLION IO REQUESTS PER MONTH: is defined as the maximum of one million IO requests during a calendar month of the Oracle Cloud Service of the type of Block Storage IO Requests You use in the Oracle Cloud Service.

Description
Oracle Compute Cloud Service is an infrastructure service designed to provide elastic compute capacity, enabling you to activate virtual machine environments in response to your business needs and end them when no longer needed. You can use the Oracle Compute Cloud Service through the Oracle Compute Cloud Service console.

Service Activation, Measurement and Usage
You may begin using the Oracle Compute Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view Your usage of the Oracle Compute Cloud Service in the Oracle Compute Cloud Service console on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Compute Cloud Service-Compute Capacity, your usage is measured by calculating the number of OCPU hours used by you. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

- For purposes of Oracle Compute Cloud Service-Outbound Data Transfer, your usage is measured by calculating for the calendar month the total GB of Outbound Data transfer from the Oracle Cloud Service, including downloads by You or transfers over the internet.

- For purposes of Oracle Compute Cloud Service-Static IP, your usage is measured by calculating the number of additional Static IP’s associated with a running instance along with the number of static IP’s that are not associated with any running instance. The first static IP associated with a running instance is provided at no cost.

- For purposes of Oracle Compute Cloud Service- Block Storage Capacity, your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by you during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of the calendar month to generate Your monthly charges.

- For purposes of Oracle Compute Cloud Service- Block Storage IO Requests, your usage is measured by the quantity of Block Storage IO Requests You used in the Oracle Compute Cloud Service during each calendar month.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Compute Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Oracle Compute Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all your instances have no external connectivity
   - When all of your attached block storage volumes are inaccessible

Replenishment of Account
Your Cloud Services Environment will be provisioned in accordance with your estimated usage. You are responsible for monitoring your usage; once you reach your estimated usage limit, to maintain your Oracle Compute Cloud Service, you will be required to increase your usage estimate in accordance with the terms of your order. If you do not increase your usage estimate within the time permitted, your Oracle Storage Cloud Service will terminate as described below.
**Termination**
The Oracle Compute Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Compute Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

### Oracle Storage Cloud Service

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Storage Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Storage Capacity</td>
<td>B77078</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>2</td>
<td>Outbound Data Transfer</td>
<td>B77473</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>3A</td>
<td>PUT, COPY, POST or LIST Requests</td>
<td>B77474</td>
<td>1000 REQUESTS PER MONTH</td>
</tr>
<tr>
<td>3B</td>
<td>GET and all other Requests</td>
<td>B77475</td>
<td>10000 REQUESTS PER MONTH</td>
</tr>
<tr>
<td>4</td>
<td>Archive Storage Capacity - Storage</td>
<td>B82623</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>5</td>
<td>Archive Storage Capacity - Data Retrieval</td>
<td>B82624</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>6</td>
<td>Outbound Data Transfer to another data center (intra-region)</td>
<td>B82626</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>7</td>
<td>Archive Storage Penalties - Deleting objects earlier than 90 days</td>
<td>B82629</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>8</td>
<td>Archive Storage Penalties - Small reads &amp; writes (objects &lt; 10 MB)</td>
<td>B82630</td>
<td>1000 REQUESTS PER MONTH</td>
</tr>
</tbody>
</table>

**Metrics:**

**GIGABYTE STORAGE CAPACITY PER MONTH**: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH**: is defined as the quantity during a month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

**1,000 REQUESTS PER MONTH**: is defined as maximum of 1,000 Requests per Month, of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.
10,000 REQUESTS PER MONTH: is defined as maximum of 10,000 Requests per Month of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.

Description
Oracle Storage Cloud Service is an object storage service that allows Your Users to store and access data via the Internet. Access to data within the Oracle Storage Cloud Service is through an OpenStack Swift compatible REST API and Java library. To store Oracle Database backups, You must purchase the Oracle Database Backup Service.

Service Activation, Measurement and Usage
You may begin using the Oracle Storage Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view Your usage of the Oracle Storage Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Storage Cloud Service-Storage Capacity, Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of each calendar month to generate Your monthly charges.

- For purposes of Oracle Storage Cloud Service-Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data transfer from the Oracle Cloud Service, including downloads by you or transfers over the internet.

- For purposes of Oracle Storage Cloud Service-Outbound Data Transfer to another data center (intraregion), Your usage is measured by calculating for each calendar month the total GB of data transferred from one Oracle Cloud data center to another Oracle Cloud data center within the same Oracle Cloud Region, including transfers by you and transfers on behalf of you based on your geographic replication policy selection.

- For purposes of Oracle Storage Cloud Service-Requests, Your usage is measured by the quantity of REST API Requests (including PUT, HEAD, POST, COPY, DELETE, GET) You used in the Oracle Storage Cloud Service during each calendar month.

- For purposes of Oracle Storage Cloud Service – Archive Storage Penalties-Deleting objects earlier than 90 days, Your usage is measured by the sum of all Pro-rated Early Delete Gigabytes from all containers with the storage class attribute of "archive".

- For purposes of Oracle Storage Cloud Service – Archive Storage Penalties -Small reads & writes (objects < 10 MB), Your usage is measured by the quantity of REST API Requests (including PUT, POST, COPY, GET) You used against objects from all containers with the storage class attribute of "archive" during the calendar month.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
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<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
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<td>DELETE of a 1K object from a container</td>
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<td>7</td>
<td>DELETE of a container</td>
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</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

4. Pro-rated Early Delete Gigabytes = Pro-rated Early Delete Days * size of Early Delete Object in gigabytes
5. Pro-rated Early Delete Days = (90 - the number of days an Early Delete Object was stored) / 90
6. Early Delete Object = An object that was stored in a container with the storage class attribute of "archive" and was deleted before the object had been stored for less than 90 days.

**Termination**
The Oracle Storage Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Storage Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
**Oracle Storage Cloud Service**

Applicable Part # B75123

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests. You can purchase in multiples of 1 TB in a single Oracle Storage Cloud Service instance.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

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Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Storage Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Storage Cloud Service – Non-metered - TB of Storage Capacity

Applicable Part #B83456

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month.

Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

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<tbody>
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<td>----------------------------------------------------------------------------------------------------------------------------------</td>
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<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Storage Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Compute Cloud Service - Block Storage - Non-metered -TB of Storage Capacity**

Applicable Part #B83455

This Oracle Compute Cloud Service - Block Storage environment is subject to the following quantities:

One (1) TB of storage capacity.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Block Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Compute Cloud Service - Block Storage was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all of your attached block storage volumes are inaccessible

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Compute Cloud Service – Block Storage is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Compute Cloud Service – Non-Metered**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Compute Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 500 –</td>
<td>B82811</td>
<td>Hosted Environment (subject to the quantity of five hundred (500) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td></td>
<td>Non-Metered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1B</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 1000 –</td>
<td>B82812</td>
<td>Hosted Environment (subject to the quantity of one thousand (1000) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td></td>
<td>Non-Metered</td>
<td></td>
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<tr>
<td>1C</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 1500 –</td>
<td>B82813</td>
<td>Hosted Environment (subject to the quantity of one thousand five hundred (1500) OCPU’s of dedicated compute capacity)</td>
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<td>Non-Metered</td>
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<td></td>
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<td>1D</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 2000 –</td>
<td>B82814</td>
<td>Hosted Environment (subject to the quantity of two thousand (2000) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td></td>
<td>Non-Metered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1E</td>
<td>Oracle Compute Cloud Service - Compute Capacity - Model 50 – Non-Metered</td>
<td>B84671</td>
<td>Hosted Environment (subject to the quantity of fifty (50) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1F</td>
<td>Oracle Compute Cloud Service - Compute Capacity - Model 100 – Non-Metered</td>
<td>B84672</td>
<td>Hosted Environment (subject to the quantity of one hundred (100) OCPU’s of dedicated compute capacity)</td>
</tr>
</tbody>
</table>

**Metrics:**

**OCPU:** An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Compute Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Oracle Compute Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all your instances have no external connectivity
   - When all of your attached block storage volumes are inaccessible
Oracle Database Cloud Service – Non-metered- Public Sector--Hosted Environment

Applicable Part #

<table>
<thead>
<tr>
<th>Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 B83628</td>
<td>Oracle Database Cloud Service - Standard Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2 B83629</td>
<td>Oracle Database Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3 B83630</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4 B83631</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5 B83632</td>
<td>Oracle Database Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6 B83633</td>
<td>Oracle Database Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7 B83634</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8 B83635</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>9 B83636</td>
<td>Oracle Database Cloud Service - Standard Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10 B83637</td>
<td>Oracle Database Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11 B83638</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12 B83639</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>13 B83640</td>
<td>Oracle Database Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>14 B83641</td>
<td>Oracle Database Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>15 B83642</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>16 B83643</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

Description

The Oracle Database Cloud Service --Non-metered-environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with
automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts. excepting as follows: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Database Backup Service – Non-metered – Public Sector – TB of Storage Capacity**
Applicable Part #B83644
This Oracle Database Backup Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month. You may purchase multiples of 1 TB in a single Oracle Database Backup Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Service and not with any other cloud services - including Oracle Storage Cloud Service.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Database Backup Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database Backup Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Java Cloud Service -Non-metered- Public Sector - Hosted Environment**

Applicable Part #

<p>| | | |</p>
<table>
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<tr>
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<tbody>
<tr>
<td>1</td>
<td>B83645</td>
<td>Oracle Java Cloud Service - Standard Edition - Virtual Image - General Purpose-Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2</td>
<td>B83646</td>
<td>Oracle Java Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>
Description

The Oracle Java Cloud Service—Non-metered environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services—Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Java Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service
administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

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

**Oracle Compute Cloud Service - Block Storage - Non-metered – Public Sector - TB of Storage Capacity**

Applicable Part #B83657

This Oracle Compute Cloud Service - Block Storage environment is subject to the following quantities:

One (1) TB of storage capacity.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Block Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Compute Cloud Service - Block Storage was in the state of “Unavailable.”

2. “Unavailable” or “Unavailability” mean:
   - When all of your attached block storage volumes are inaccessible

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts. NOTE: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, and except as may be required by law, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Storage Cloud Service – Non-metered – Public Sector - TB of Storage Capacity**

Applicable Part #B83658

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month.
**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

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<td>8</td>
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</table>

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts. NOTE: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes.
but the instance can no longer be used for production purposes. After the 60 day period, and except as may be required by law, the service instance will become unavailable and all Your Content will be deleted.
**Oracle IaaS Public Cloud Services – Public Sector**

**Applicable Part # B82048**

Oracle will provide you with a Cloud Services Account which allows you to activate and use eligible Oracle IaaS Public Cloud Services.

**Eligible Services**
The IaaS Public Cloud Services currently available are:
- Oracle Storage Cloud Service
- Oracle Compute Cloud Service

During the Services Period of your order, you may activate any IaaS Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to activate any new IaaS Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of an IaaS Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**
The service description for each IaaS Public Cloud Service describes how you activate the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**
You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you activate within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any IaaS Public Cloud Service that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**Oracle Java Public Cloud Services – Public Sector**

**Applicable Part # B82050**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Java Public Cloud Services.

**Eligible Services**
The current Java Public Cloud Services available include:
- Oracle Java Cloud Service
During the Services Period of your order, you may consume any Java Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Java Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Java Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Java Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any Oracle Java Cloud Services that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

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**Oracle Database Public Cloud Services - Public Sector**

**Applicable Part # B83049**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Database Public Cloud Services - Public Sector

**Eligible Services**

The current Database Public Cloud Services available include:
- Oracle Database Backup Service
- Oracle Database Cloud Service

During the Services Period of your order, you may consume any Database Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Database Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Database Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Database Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to your Cloud Services account to allow the Partner to assist you in monitoring your usage.
and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

“Pay as You Go”
You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any Oracle Database Cloud Services that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.