This exhibit incorporates by reference the terms of the order for Oracle Standard Software Installation and Configuration for Systems services.

1. Description of Services.

A. Oracle Standard Software Installation and Configuration for Systems. Standard Software Installation and Configuration for Systems includes the following services:

1. Your Configuration Document. Oracle will maintain a document that identifies all of your Oracle systems, servers, and storage components included in this service at your location (“your Configuration”). All systems, servers, and storage components included in your Configuration must meet the eligibility requirements as described here: http://www.oracle.com/us/corporate/contracts/swic-product-matrix-1969348.pdf.

2. Additionally, Oracle will perform the following services:
   a. Conduct a preliminary meeting and orientation;
   b. Review your completed build-sheet questionnaire and provide recommendations;
   c. Install and validate product installation;
   d. Review and install recommended patches, and perform any applicable post-installation setup modifications;
   e. Configure system based on the updated build-sheet questionnaire;
   f. Run configuration verification tests;
   g. Prepare and provide run-book(s) documentation; and
   h. Conduct a final meeting to review the run-book(s) documentation and recommendations.

3. Supplemental Resources. If your order contains Supplemental Resources, Oracle will provide additional resources, either onsite or remotely, to assist in the furtherance of Oracle Standard Software Installation and Configuration for Systems services as defined herein, up to the maximum number of days per resource role as set forth in your order.

2. Your Obligations and Project Assumptions. You acknowledge that your timely provision of and access to office accommodations, facilities, equipment, assistance, cooperation, complete and accurate information and data from your officers, agents, and employees, and suitably configured computer products (collectively, “cooperation”) are essential to the performance of any services as set forth in this exhibit. Oracle will not be responsible for any deficiency in performing services if such deficiency results from your failure to provide full cooperation.

You acknowledge that Oracle’s ability to perform the services depends upon your fulfillment of the following obligations and the following project assumptions:
A. Your Obligations.
1. Maintain the properly configured hardware/operating system platform to support the services.
2. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services.
3. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the services.
4. Provide Oracle with full access to the relevant documentation and the functional, technical and business resources with adequate skills and knowledge to support the performance of services.
5. Provide any notices and obtain any consents required for Oracle to perform services.
6. Provide Oracle access to any production environments or shared development environments to the extent necessary for Oracle to perform services.
7. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform services.
8. Provide complete and accurate information to Oracle regarding the hardware system(s), for, or on, which services are to be performed including, without limitation, the serial numbers for the hardware system(s).
9. Return all Oracle property (e.g., Oracle Advanced Support Gateway, hardware, VPNS, etc.) used for the delivery of services upon Oracle’s request and in no event later than fourteen (14) days after the cessation of services.
10. Provide and/or support all third-party software in connection with the provision of the services.
11. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between your teams regarding the services hereunder.
12. Perform back-up or archival reproductions of all software and data contained on all hardware system(s), and within any of your systems or equipment that may be affected by the services.
13. Prior to the commencement of services, inform Oracle of any storage, server, system, application, equipment or environment modifications that may affect Oracle’s performance of the services, prior to the commencement of services.
14. Work with Oracle to facilitate an efficient delivery of services.
15. As required by U.S. Department of Labor regulations (20 CFR 655.734), if services are to be performed in the US, allow Oracle to post a Notice regarding Oracle H-1B employee(s) at the work site prior to the employee’s arrival on site.
16. Provide Oracle with your proposed Requirements at least one week prior to the commencement of services.
17. Prior to the Installation and Configuration Phase, ensure that the systems are connected and grounded to your power supply, in accordance with industry standards, using industry standard electrical/receptacle connectors power supply(ies) as required by Oracle.
18. Ensure the physical environment where the services are to be performed is appropriately modified (e.g., disabling fire alarms and suspending use of oxygen depletion systems) for the duration of the services so as to allow Oracle to safely perform the services.
19. Provide, for all Oracle resources performing services at your site, a safe and healthful workspace (e.g. a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing services in the workspace, and ergonomically work stations, etc.).
20. At Oracle’s request, properly install an operational Oracle Auto Service Request for Sun Systems (“ASR”) Manager on the systems.
21. At Oracle’s request, provide to Oracle your in-house cable labeling guide for the systems.
B. **Project Assumptions.**

1. Respond to the Oracle build-sheet questionnaire within a commercially reasonable amount of time after the preliminary meeting.
2. Services exclude the physical installation of your hardware components, including switches and cabling; hardware installation services are available for purchase separately.

You acknowledge that if Oracle’s cost of providing services is increased because of your failure to meet the obligations listed in this exhibit, failure to provide cooperation, or because of any other circumstance outside of Oracle’s control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

3. **Data Privacy.** In performing the services, Oracle will treat the data that resides on Oracle, your or third-party systems to which Oracle is provided access to perform services in accordance with the Oracle Services Privacy Policy, which is available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of protection specified in the Oracle Services Privacy Policy during the period for which fees for services have been paid.

4. **Delivery of Services.** Oracle will determine, in its sole discretion, whether services are provided by remote delivery resources or delivery resources on-site at your location. If services are provided by delivery resources on-site at your location, such services will be provided by local delivery resources (i.e., delivery resources local to your location) if available at the time of your order. If local delivery resources are not available then on-site services will be provided by non-local delivery resources. In addition to the fees set forth in your order, you agree to reimburse Oracle, within thirty (30) days of the date of an invoice(s) for same, the travel expenses related to providing on-site services at your location.

If services are provided by remote delivery resources, Oracle may provide services by phone, via a customer-specific web portal (if ordered), and/or via electronic communication. For services provided by remote delivery resources, you agree that Oracle may access your systems throughout the performance of services using an Oracle defined standard virtual private network (“VPN”), multi-protocol label switching (“MPLS”) connection, or Oracle Web Conference (“OWC”). If necessary to perform services, Oracle will provide you with a single pre-configured VPN or MPLS device. You are responsible for the installation of the VPN or the MPLS device on your internet network, in accordance with Oracle’s specifications, to create a network connection between Oracle and your site(s).

You are responsible for ensuring that your network and systems comply with specifications that Oracle provides and that all components of your Oracle software environment are accessible through the VPN, MPLS, or OWC.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection.

Except for those services identified in an applicable exhibit as services to be provided twenty four (24) hours a day, seven (7) days a week (“24x7”), services are delivered during local business days and hours, excluding local public holidays, in the time zone of your location. Services are not available during non-business hours unless otherwise specified in this exhibit. Services designated “24x7” may be delivered at any time of day, seven days a week, including local public holidays.
5. **Fees and Expenses.** You agree to pay Oracle the fees for services as identified in your order. All services and payments are noncancelable and nonrefundable.

Expenses related to the providing of the services are in addition to the fees for services identified in your order. Such expenses will be invoiced monthly as they are incurred and are due within 30 days of the invoice date.

6. **Term.** The term of services shall be six (6) months from the effective date of your order (“Term”).

Notwithstanding any provision or interpretation of this exhibit to the contrary, Oracle’s obligation to provide you with services under this exhibit terminates six (6) months from the effective date of your order (“End Date”). As of the End Date, any portion of the services that Oracle has not provided prior to the End Date shall be automatically forfeited by you on the End Date, and you shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the services. In order for Oracle to provide services to you after the End Date, Oracle and you shall mutually agree, in writing, under a separate order, to the terms and fees for such services.