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Working with Oracle Professional Services for Oracle Taleo TBE & Oracle Taleo Learn: Read this section to understand what to expect after you purchase Consulting Services.
Oracle Taleo Enterprise- Remote Systems Administration and Oracle HCM Cloud - Remote Systems Administration

Oracle Taleo Remote Systems Administration – On Demand 12 Weeks

Part# B70498

Description of Services. Oracle will make available to you up to the set number of hours, specified in the ordering document, of Remote System Administration (“RSA”) assistance with your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
  - Adding new configuration to an implemented module; and
  - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
  - Design/create/update user roles;
  - Design/create/update data roles; and
  - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide any notices, and obtain any consents, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle’s access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle’s global locations.
**Project Assumptions**

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
  - Any Taleo Business Edition services;
  - Any Taleo Learn services;
  - Any Taleo Connect Client services;
  - Any Taleo Connect Broker services; and
  - Any services not expressly identified above.

**Term and Consumption of Service Hours.** For this order, you must purchase a minimum of twenty (20) hours and a maximum of fifty (50) hours of Services. You may request and use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) weeks from your order’s signature date (the “Professional Services Period”). Services hours used shall include actual time Oracle spends performing Services and any time spent estimating Services requests. Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Primary Contact.** You shall designate two (2) individuals to serve as your primary contact (each a “primary contact”). Only a primary contact may submit requests for Services and such requests shall adhere to the process communicated to you by Oracle upon the commencement of Services.

**Oracle Taleo Remote Systems Administration – 12 Months (100 Hours)**

**Part# B76076**

**Description of Service.** Oracle will provide you with up to one hundred (100) of Remote Systems Administration (“RSA”) assistance in your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
  - Adding new configuration to an implemented module; and
  - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
• Assist with report creation, configuration & formatting (built using delivered fields and functionality);
• Assist with incremental data loads;
• Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
• Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
• Assist with the following security administration activities:
  o Design/create/update user roles;
  o Design/create/update data roles; and
  o Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations
• Provide any notices, and obtain any consents, required for Oracle to perform services.
• Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
• You agree to make reasonable efforts to limit Oracle’s access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle’s global locations.

Project Assumptions
• All services and communication will be conducted in the English language.
• Service will be performed remotely.
• Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
• At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
• The following services are not included in the scope of, or fees for, Services:
  o Any Taleo Business Edition services;
  o Any Taleo Learn services;
  o Any Taleo Connect Client services;
  o Any Taleo Connect Broker services; and
  o Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order’s signature date (the “Professional Services Period”). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional
or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Primary Contact.** Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

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**Oracle Taleo Remote Systems Administration – 12 Month (200 Hours)**

**Part# B75220**

**Description of Service.** Oracle will provide you with up to two hundred (200) of Remote System Administration (“RSA”) assistance in your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
  - Adding new configuration to an implemented module; and
  - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
  - Design/create/update user roles;
  - Design/create/update data roles; and
  - Create and maintain user IDs.

**Your Obligations and Project Assumptions.** In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

**Your Obligations**

- Provide any notices, and obtain any consents, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the
processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
  - Any Taleo Business Edition services;
  - Any Taleo Learn services;
  - Any Taleo Connect Client services;
  - Any Taleo Connect Broker services; and
  - Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order’s signature date (the “Professional Services Period”). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Primary Contact. Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

Oracle HCM Cloud Remote Systems Administration – 6 Months (40 Hours)

Part# B81109

Description of Service. Oracle will provide to you up to forty (40) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
  - Adding new configurations; and
  - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
• Assist with incremental data loads;
• Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
• Assist with testing workarounds made available by Oracle’s technical support organization; and
• Assist with the following security administration activities:
  o Design, create, and update user roles;
  o Design, create, and update data roles; and
  o Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations
• Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
• Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
• Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions
• All services and communication will be conducted in the English language.
• Service will be performed remotely.
• Services may only be performed for the Programs in your production services environment.
• At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
• The following services are not included in the scope of, or fees for, Services:
  o Any Taleo Connect Client services;
  o Any Taleo Connect Broker services;
  o Any Taleo Performance services;
  o Any Taleo Compensation services; and
  o Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of eight (8) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within
the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Oracle HCM Cloud Remote Systems Administration – 6 Months (80 Hours)**

Part#B85415

**Description of Service.** Oracle will provide to you up to eighty (80) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
  - Adding new configurations; and
  - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
  - Design, create, and update user roles;
  - Design, create, and update data roles; and
  - Create and maintain user IDs

**Your Obligations and Project Assumptions.** In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

**Your Obligations**

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or
transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

**Project Assumptions**

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle's global offices.
- The following services are not included in the scope of, or fees for, Services:
  - Any Taleo Connect Client services;
  - Any Taleo Connect Broker services;
  - Any Taleo Performance services;
  - Any Taleo Compensation services; and
  - Any services not expressly identified above.

**Professional Services Term and Consumption of Services Hours.** A maximum of sixteen (16) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Oracle HCM Cloud Remote Systems Administration – 6 Months (130 Hours)**

Part# B81110

**Description of Service.** Oracle will provide to you up to one hundred thirty (130) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
  - Adding new configurations; and
  - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
• Assist with testing of new configurations, updates, fixes and/ or bundles;
• Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
• Assist with incremental data loads;
• Assist with incident review and Service Request ("SR") creation and submission to Oracle’s technical support organization;
• Assist with testing workarounds made available by Oracle’s technical support organization; and
• Assist with the following security administration activities:
  o Design, create, and update user roles;
  o Design, create, and update data roles; and
  o Create and maintain user IDs.

**Your Obligations and Project Assumptions.** In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

**Your Obligations**

• Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
• Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
• Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

**Project Assumptions**

• All services and communication will be conducted in the English language.
• Service will be performed remotely.
• Services may only be performed for the Programs in your production services environment.
• At Oracle’s discretion, Services may be provided from any of Oracle's global offices.
• The following services are not included in the scope of, or fees for, Services:
  o Any Taleo Connect Client services;
  o Any Taleo Connect Broker services;
  o Any Taleo Performance services;
  o Any Taleo Compensation services; and
  o Any services not expressly identified above.

**Professional Services Term and Consumption of Services Hours.** A maximum of twenty six (26) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.
The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Oracle HCM Cloud Remote Systems Administration – 6 Months (260 Hours)**

**Part# B81111**

**Description of Service.** Oracle will provide to you up to two hundred sixty (260) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
  - Adding new configurations; and
  - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
  - Design, create, and update user roles;
  - Design, create, and update data roles; and
  - Create and maintain user IDs.

**Your Obligations and Project Assumptions.** In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

**Your Obligations**

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for
providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

**Project Assumptions**

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
  - Any Taleo Connect Client services;
  - Any Taleo Connect Broker services;
  - Any Taleo Performance services;
  - Any Taleo Compensation services; and
  - Any services not expressly identified above.

**Professional Services Term and Consumption of Services Hours.** A maximum of fifty two (52) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Oracle HCM Cloud Remote Systems Administration – 6 Months (390 Hours)**

**Part# B81112**

**Description of Service.** Oracle will provide to you up to three hundred ninety (390) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
  - Adding new configurations; and
  - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
• Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);

• Assist with incremental data loads;

• Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;

• Assist with testing workarounds made available by Oracle’s technical support organization; and

• Assist with the following security administration activities:
  o Design, create, and update user roles;
  o Design, create, and update data roles; and
  o Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

• Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.

• Make reasonable efforts to limit Oracle’s access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

• Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

• All services and communication will be conducted in the English language.

• Service will be performed remotely.

• Services may only be performed for the Programs in your production services environment.

• At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

• The following services are not included in the scope of, or fees for, Services:
  o Any Taleo Connect Client services;
  o Any Taleo Connect Broker services;
  o Any Taleo Performance services;
  o Any Taleo Compensation services; and
  o Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of seventy eight (78) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.
The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.
Oracle Taleo - Social Sourcing

Oracle Taleo Social Sourcing for Business Edition Implementation

Part # B74587

Oracle will provide to you remote assistance regarding the configuration and testing of your Oracle Taleo Social Sourcing program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), not to exceed sixty (60) minutes, to discuss the Services and the Configuration Specifications document.

- On the introductory call, the Oracle project manager will provide to you a copy of the Configuration Specifications document to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers.

- Commencing after the introductory call, and at a time mutually agreed to by the project managers, Oracle will participate in up to five (5) weekly status calls, each up to sixty (60) minutes during the Professional Services Period (defined below), to discuss the Services.

- Upon receipt of your fully completed Configuration Specifications document, Oracle’s project manager will contact your project manager to review and to finalize a mutually agreed upon Configuration Specifications document (“Final Configuration Specifications Document”).

- Provide to you the Services listed below (“Social Sourcing Services”) commencing after receipt by Oracle of the Final Configuration Specifications Document and during the Professional Services Period (as defined below):

  - Oracle will perform the following services to add your logos and company colors (“Branding Services”) to the Program:
    - Upload one (1) logo with specific dimensions and resolution for display on a desktop browser;
    - Upload two (2) logos with specific dimensions and resolution for display on a mobile site (one (1) low resolution and one (1) high resolution for retina display);
    - Upload one (1) logo with specific dimensions and resolution for display on Facebook; and
    - Configure color options for job titles, buttons, and hyperlinks included with the Program.

  - Oracle will configure the Program in accordance with the Final Configuration Specifications document.

  - Oracle will create and schedule a daily recurring job synchronization feed that loads your open requisitions from a designated Taleo Business Edition (“TBE”) Candidate Web Site.
Oracle will create and schedule a recurring feed to import the Employee Data, as defined below, in TBE to the Program in accordance with the Final Configuration Specifications Document (“Import Services”). Employee data consists of the following data fields ("Employee Data"):
- FirstName;
- LastName;
- Email;
- Department; and
- Location.

Oracle will validate the configurations, job synchronization feed, and import feed (as described in the bullets above) in accordance with the Final Configuration Specifications document.

You must fill out and return the fully completed Configurations Specifications document to the Oracle project manager. The project managers must review and mutually agree to a Final Configuration Specifications Document prior to the commencement of the Social Sourcing Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Final Configurations Specifications Document the document will be fixed for the Professional Services Period. You are responsible for all testing not identified in the Social Sourcing Services, including, user acceptance testing of the Program and TBE. You are responsible for importing your Employee Data from your human resources (“HR”) system to TBE in accordance with the Final Configuration Specifications Document prior to commencement of the Import Services. Employee data must be uploaded in TBE in .csv format. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

**Oracle Taleo Social Sourcing Custom Job Feed Integration**
**Part # B71238**

Oracle will provide You with an inbound custom job feed interface, in lieu of standard Job Scraping, which will provide the following data sets:
- RequisitionID
The custom job feed interface will be provided in a pipe-delimited file format and is delivered to the hosted secure FTP (sFTP) server or an XML feed. Specifications related to the file format, data elements, file naming convention, delivery method, frequency (e.g. daily, weekly) and associated data rules will be agreed upon by You and Oracle during the delivery of services. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

**Oracle Taleo Social Sourcing Functional Consulting**

**Part # B81473**

**Descriptions of Services**

Oracle will provide you with remote assistance for the configuration, testing and deployment of your Oracle Taleo Social Sourcing program (the “Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will participate in an introductory telephone conference call (“introductory call”), up to one (1) hour in duration, to discuss the Services and coordinate a project kick off call.

B. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will conduct a project kick-off telephone and web conference call (“project kick-off call”), up to three (3) hours in duration. During the project kick-off call, an Oracle functional consultant and/or project manager will:
   i. Conduct a demonstration of the Program and consult with you on the Program’s functional configuration and implementation process;
   ii. Discuss and analyze your existing functional and business processes as they relate to the Program’s standard functionality;
   iii. Discuss your business objectives, goals and project timeline as they relate to the Program; and
   iv. Provide to you a copy of the Configuration Specifications Documentation to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers.

C. Commencing after the project kick-off call, and at a time mutually agreed to by the project managers and the business sponsor(s), Oracle will participate in weekly status calls, each up to one (1) hour in duration, during the Professional Services Period (defined below) to:
   i. Discuss and update stakeholders on the Services and timeline(s); and
   ii. Consult on recommended practices as they relate to:
       a. The Program’s standard functionality; and
b. Internal change management, marketing and communications strategies for the rollout and launch of the Program in your organization.

D. Upon receipt of your completed Configuration Specifications Documentation, Oracle’s project manager and/or functional consultant will contact your project manager to review and to finalize a mutually agreed upon Configuration Specifications Documentation (“Final Configuration Specifications Documentation”).

E. Upon receipt by Oracle of the Final Configuration Specifications Documentation, Oracle will:

   i. Configure the Program based on the Final Configuration Specifications Documentation;
   ii. Validate the Program’s standard functionality and configurations against the Final Configuration Specifications Documentation;
   iii. Upon completion of your Program’s configuration, the Oracle functional consultant and/or project manager will:
      a. Conduct a telephone and web conference walkthrough of your configured Program with your project stakeholders and business sponsor(s), up to three (3) hours in duration. The walkthrough will mark the beginning of the User Acceptance Testing period, which will be for a time period mutual agreed to by the project managers (“UAT Period”) and at the end of the UAT Period you will deliver to Oracle’s project manager your consolidated test results;
      b. Make available to your project stakeholders access to your configured Program in a staging environment, test cases and a feedback gathering template to consolidate your test results (“consolidated test results”), and any questions you have regarding the Program’s functionality and/or configuration; and
      c. Mutually coordinate with your project manager an agreeable time for delivery of your consolidated test results within the UAT Period.
   iv. Upon receipt of your consolidated test results, the Oracle project manager and/or functional consultant will respond to and/or clarify your questions from your test results and make any functional configuration updates required, per the Final Configuration Specifications Documentation.
   v. Upon addressing all critical issues in your consolidated test results per the Final Configuration Specifications Documentation, the Oracle functional consultant and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment.
   vi. The Oracle functional consultant and/or project manager will configure your Program in your production environment and validate your Program configuration on the production instance of your Program based on your Final Configuration Specifications Documentation.
   vii. Upon completion of all production cutover activities, the Program will be made available to you in your production environment and considered “Live”.

Your Obligations and Project Assumptions
In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:
Your Obligations

1. Complete and return the Configurations Specifications Documentation to the Oracle project manager by a time mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Configuration Specifications Documentation prior to the commencement of the Social Sourcing Services described above.
3. Validate the Program’s configurations during the UAT Period per the Configuration Specifications Documentation and provide your consolidated test results to the Oracle project manager.
4. Sign off on the staging environment via e-mail to Oracle’s project manager prior to production cutover.
5. Upon completion of the production cut over activities, upon Oracle’s request you will verify that you can access the Program in the production environment and provide Oracle’s project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
6. Translate and implement any modifications or adjustments to the Program’s default language localization for the supported languages.
7. Manage and execute internal change management activities for the launch of the Program.
8. Develop marketing collateral and internal communications needed to execute your change management plan.

Project Assumptions

1. Unless otherwise mutually agreed to by your and Oracle’s project managers, once the project managers have agreed to the Final Configurations Specifications Document, it will be firmly fixed for the Professional Services Period.
2. The Services outlined herein are typically performed during a six (6) to ten (10) week duration from the project kick off call. These guidelines are estimates only.
3. Services are provided based on standard Program functionality, templates, features and tools.
4. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
5. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   i. Custom Branding and Design Services to brand your Program;
   ii. Technical Integration Services to establish a direct automated import of employee data from your Enterprise Resource Planning/ Human Resource Information System (“ERP/HRIS”) to the Program; and
   iv. Translation and implementation services to modify the Program’s default translations for support languages.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services,
for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Social Sourcing Branding & Design

Part # B81474

Description of Services

Oracle will provide you with the following "Branding and Design" services (“Services”) for your Oracle Taleo Social Sourcing Program (the “Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will participate in an introductory telephone conference call (“introductory call”), up to one (1) hour in duration, to discuss the Services and coordinate a project kick off call.

B. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will lead an introductory project kick-off telephone and web conference call (“project kick-off call”), up to two (2) hours in duration. During the project kick-off call, an Oracle technical consultant and/or project manager will:
   i. Consult with you on the Program's branding options and design layouts;
   ii. Provide to you a copy of the Branding and Design Specifications Documentation for the purpose of gathering your branding and design requirements, including:
      a. Your corporate logo(s) and graphic images to be displayed on the Program;
      b. Style elements such as typeface, heading colors, link colors and icons and background colors; and
      c. Desired site layout, header, footer and left navigation design for your Program.

C. Upon receipt of your completed Branding and Design Specifications Documentation and/or your branding guidelines, Oracle’s project manager and/or web developer will contact your project manager to review and to finalize your Branding and Design Specifications Document (“Final Branding and Design Specifications Documentation”).

D. Upon receipt of the Final Branding and Design Specifications Documentation, an Oracle technical consultant will perform the following services (“Social Sourcing Services”):
   i. Perform the following initial branding and design services based on the Final Branding and Design Specifications Document (“Initial Branding and Design Services”):
      a. Scale your corporate logo(s) and graphic imagery to the various sizes and aspect ratios required for display on the desktop and mobile-responsive versions of the
Social Sourcing program, and on social job distribution on channels such as Facebook and LinkedIn;

b. Brand and design your Program’s style elements, including the site header, footer and left navigation containers;

c. Validate that the branding and design of the Program adheres to the Final Branding and Design Specifications Documentation and maintains the Program’s “Mobile-Responsive” design framework; and

ii. Upon completion of the Initial Branding and Design Services, the Oracle web developer and/or project manager will:

a. Conduct a walkthrough via telephone and web conference of your branded Program with your project stakeholders and business sponsor(s), up to two (2) hours in duration. The walkthrough will mark the beginning of the User Acceptance Testing period which will end on the earlier of ten (10) consecutive business days from commencement or upon your delivery of your consolidated test results to Oracle’s project manager (“UAT Period”);

b. Make available to your project stakeholders access to your branded Program in a staging environment and a feedback gathering template to consolidate your branding feedback from testing (“consolidated test results”) and any questions regarding to the Program’s branding and design; and

c. Mutually coordinate with your project manager an agreeable time for delivery of your consolidated test results within the UAT Period.

iii. Upon receipt of your consolidated test results, the Oracle project manager and/or web developer will respond to and/or clarify your questions from your test results and make any branding and design updates required, per the Final Branding and Design Specifications Documentation.

iv. Upon updating and addressing all critical branding and design issues in your consolidated test results per the Final Branding and Design Specifications Documentation, and your sign-off via email of the staging environment, the Oracle web developer and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment.

E. The Oracle web Developer and/or project manager will implement and validate your branding and design services on your production instance of the Program. Upon completion of all production cutover activities, the Program will be made available to you in your production environment and considered “Live”.

F. At a time mutually agreed to by the project managers during the performance of the Services, the Oracle project manager and/or web developer will participate in a telephone conference call, up to two (2) hours in duration, to provide guidance on how to adjust the branding and design of the Program post production go-live.
Your Obligations and Project Assumptions

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

Your Obligations

1. Complete and return Branding and Design Specifications Documentation to the Oracle project manager by a time mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Final Branding and Design Specifications Documentation prior to the commencement of the Social Sourcing Services described above.
3. Provide Oracle with any custom fonts if required for the branding and design of the Program.
4. Validate the branding and design of your Program during the UAT Period per the Final Branding and Design Specifications Documentation and provide your consolidated test results and feedback to the Oracle project manager and/or web developer.
5. Translate and implement any modifications or adjustments to the Program’s default language localization for the supported languages.
6. Sign off on the staging environment via e-mail to Oracle project manager prior to production cutover.
7. Upon completion of production cut over activities, upon Oracle’s request you will verify that you can access the Program in the production environment and provide Oracle’s project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
8. Manage and execute internal change management activities for the launch of the Program.
9. Develop marketing collateral and internal communications needed to execute your change management plan.

Project Assumptions

1. The Branding and Design services outlined herein are limited to one (1) Social Sourcing site on your Program. You must contract for additional services should you require Branding and Design services for additional sites or company brands.
2. Unless otherwise mutually agreed to by your and Oracle’s project managers, once the project managers have agreed to the Final Branding and Design Specifications Documentation, it will be firmly fixed for the Professional Services Period.
3. Services are provided based on standard Program functionality, templates, features and tools.
4. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
5. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   i. Functional Consulting Services to configure your Program;
   ii. Technical Integration Services to establish a direct automated import of employee data from Your Enterprise Resource Planning/ Human Resource Information System (“ERP/HRIS”) to the Program; and
   iii. Single Sign-On (SSO) implementation Services.
iv. Translation and implementation services to modify the Program’s default translations for support languages.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

**Oracle Taleo Social Sourcing (TSS) - Customer HRIS to Social Sourcing Integration**

**Part # B81475**

**Description of Services**

Oracle will provide to you remote assistance with the integration of your Human Resource Information System (“HRIS”) to your Oracle Taleo Social Sourcing program (the “Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will lead an introductory project kick-off telephone and web conference call (“project kick-off call”), up to two (2) hours in duration. During the project kick-off call, an Oracle technical consultant and/or project manager will:
   i. Consult with you on the Program's integration capabilities and requirements for integration from your HRIS;
   ii. Provide to you a copy of the HRIS Employee Feed Specifications Document for the purpose of gathering your integration requirements, including:
      a. Data rules for parsing and loading of your employee data from your HRIS;
      b. Data mapping and picklists;
      c. File format and file naming convention; and
      d. Feed delivery process and schedule.

B. Conduct up to five (5) telephone and/or web conferences, each up to sixty (60) minutes, (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to review the HRIS Employee Feed Specifications Document and your requirements.

C. Within a mutually agreed timeframe by the project managers, you will provide Oracle the completed HRIS Employee Feed Specifications Document.
D. Upon receipt of your completed HRIS Employee Feed Specifications Document, Oracle’s project manager and/or technical consultant will contact your project manager to review and to finalize your HRIS Employee Feed Specifications Document (the “Final HRIS Employee Feed Specifications Document”).

E. After receipt of your completed Final HRIS Employee Feed Specifications Documentation and a sample employee feed/file that adheres to the HRIS Employee Feed Specifications Document ("Sample Feed File"), Oracle will provide to you the services (“Integration Services”) listed below:

i. Oracle will provide you with an inbound automated HRIS employee feed interface (the “HRIS Employee Feed”) based on the Final HRIS Employee Feed Specifications Documentation to enable your employee data to be loaded into the Program. The HRIS Employee Feed will be provided in either pipe-delimited text (.txt) or comma separated values (".csv") file format, and will be delivered to the hosted Secure File Transfer Protocol (sFTP) server and may be encrypted at your request.

ii. Oracle will configure and schedule a recurring import process to pick up, parse and load your HRIS employee data from your Sample Feed File into the staging environment of your Program based on the Final HRIS Employee Feed Specifications Document as follows:
   a. Import up to nine (9) pre-defined fields; and
   b. Import up to six (6) custom fields.

iii. Make available to your project manager and business sponsors access to the staging environment for you to validate data, marking the beginning of the User Acceptance Testing period which will end on the earlier of ten (10) consecutive business days from commencement or upon your delivery of your consolidated test results to Oracle’s project manager ("UAT Period").

iv. Upon receipt of your consolidated test results, the Oracle project manager and/or technical consultant will respond to and/or clarify your questions from your test results and make any necessary updates required to the HRIS Employee Feed, per the Final HRIS Employee Feed Specifications Document.

v. Upon all critical issues in your consolidated test results per the Final HRIS Employee Feed Specifications Document, and your sign-off via email of the staging environment, the Oracle technical consultant and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment by:
   a. Deploying and configuring the Integration Services on your production instance of the Program; and
   b. Loading your initial employee feed to production ("Production Feed File") and validating the Integration Services in the production instance of your Program.

vi. Upon completion of all production cut-over activities, the Integration Services will be available to you in your production environment and considered “Live”.

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Your Obligations and Project Assumptions
In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide Oracle the completed HRIS Employee Feed Specifications Document within the timeframe mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Final HRIS Employee Feed Specifications Document prior to the commencement of the Integration Services described above.
3. Provide Oracle a Sample Feed File that adheres to the Final HRIS Employee Feed Specifications Document.
4. Provide Oracle a Production Feed File following the User Acceptance Testing period (“UAT Period”) that adheres to the Final HRIS Employee Feed Specifications.
5. Validate the HRIS Employee Feed integration during the UAT Period per the Final HRIS Employee Feed Specifications Document and for provide your consolidated test results to the Oracle project manager and/or technical consultant.
6. Sign off on the staging environment via e-mail to Oracle’s project manager prior to production cut over.
7. Upon completion of production cut over activities, upon Oracle’s request you will verify that you can access the Program in the production environment and provide Oracle’s project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
8. Manage and execute internal change management activities for the launch of the Program.
9. Extract employee data from your ERP/HRIS and establish the delivery mechanism and process to deliver the Production Feed File to the Oracle sFTP server.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Final HRIS Employee Feed Specifications will be fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
4. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   i. Functional Consulting Services to configure your Program;
   ii. Branding and Design Services; and

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order and once the Services commence the Services will be performed over a continuous seven (7) calendar week period unless otherwise agreed to by the project managers (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be
entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

**Oracle Taleo Social Sourcing Single Sign-On (SSO)**

**Part # B81476**

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Social Sourcing Program (“Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), up to sixty (60) minutes in duration, to discuss the Services and information reasonably required (“Required Feedback”) by Oracle for the Single Sign-On (SSO) Authentication Services.

B. Provide to you the Services listed below (“Social Sourcing SAML SSO Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
   i. Conduct up to five (5) telephone and/or web conferences, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
      ii. The Required Feedback; and
      iii. The SAML SSO Services (detailed below).

C. During the conferences, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the SAML SSO Services detailed below.

D. Upon receipt by Oracle of the Confirmed Required Feedback, Oracle will provide the following Services (“SAML SSO Services”) based on the Confirmed Required Feedback:
   i. Oracle will create and provide the signature metadata and related files to enable the Security Assertion Markup Language 2.0 protocol (SAML) Single Sign-On (SSO).

Your Obligations and Project Assumptions

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

1. Provide access to technical resources required for the delivery of the services.
2. Validate the SSO process from your network to the Program.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.
4. Review and mutually finalize with the Oracle project manager the Confirmed Required Feedback prior to the commencement of the Oracle Taleo Social Sourcing SAML SSO Services described above.

Project Assumptions

1. The Program supports Single Sign-On (SSO) capabilities using the Security Assertion Markup Language 2.0 protocol (SAML) for exchanging authentication and authorization data between security domains between your Identity Provider (IdP) and the Program’s Service Provider (SP).
2. SAML SSO will be enabled to grant your users access to the Program from a link or button on a single site (such as an Internet or intranet site) by relying on your IdP, to authenticate users before sending the SSO requests to the SP.
3. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
4. Services are provided based on standard Program functionality, templates, features and tools.
5. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
6. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   i. Functional Consulting Services to configure your Program;
   ii. Technical Integration Services to establish and automated import of employee data from Your Enterprise Resource Planning/ Human Resource Information System (“ERP/HRIS”) to the Program; and
   iii. Branding and Design Services.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, and once the Services commence the Services will be performed over a continuous seven (7) calendar week period unless otherwise agreed to by the project managers (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
**Oracle Taleo Social Sourcing Taleo Enterprise Edition (TEE) Performance to Social Sourcing Integration**

**Part # B81477**

**Description of Services**

Oracle will provide to you remote assistance regarding the integration of your Oracle Taleo Enterprise Edition (“TEE”) Performance and Oracle Taleo Social Sourcing programs (the “Programs”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TEE Performance to Social Sourcing Integration Services (defined below), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

B. Provide to you the Services listed below (“TEE Performance to Social Sourcing Integration Services”) commencing after receipt by Oracle of the required feedback (“Required Feedback”) and during the Professional Services Period (defined below):

   i. Conduct up to three (3) sixty (60) minute webinars at a time mutually agreed to by the project managers to discuss:
      a. The Required Feedback; and
      b. The Integration Services (detailed below).

   ii. During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

C. Provide to you the TEE Performance to Social Sourcing Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:

   i. Oracle will create and schedule a recurring daily feed to import the employee data, from TEE Performance Program to Social Sourcing based on the Confirmed Required Feedback. Employee data from TEE Performance will be imported on a scheduled basis to Social Sourcing.
      a. Integrate up to fifteen (15) pre-defined fields, as identified in the Integration Guide.

**Your Obligations and Project Assumptions**

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

**Your Obligations**
1. Provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TEE Performance to Social Sourcing Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.

Project Assumptions

1. The TEE Performance to Social Sourcing Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Programs.
2. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
3. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   i. Functional Consulting services to configure your Program;
   ii. Branding and Design Services;
   iii. Single Sign-On (SSO) Services; and
   iv. Direct HRIS to Social Sourcing Integration Services.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Social Implementation for Enterprise Edition (TEE)

Part # B81478

Description of Services

Oracle will provide you with remote assistance for the deployment of your Oracle Taleo Social Sourcing program (the “Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will participate in an introductory telephone conference call (“introductory call”), up to one (1) hour
in duration, to discuss the Services and coordinate a project kick off call.

B. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will lead a project kick-off telephone and web conference call (“project kick-off call”), up to three (3) hours in duration. During the project kick-off call, an Oracle functional consultant and/or project manager will:

   i. Conduct a demonstration the Program and consult with you on the Program’s functional configuration, branding and integration requirements and capabilities;
   ii. Discuss and analyze your existing functional and business processes as they relate to the Program’s standard functionality;
   iii. Discuss your business objectives, goals and project timeline as they relate to the Program and the deployment process; and
   iv. Provide to you a copy of the “Configuration, Branding and Integration Specifications Documentation” (the “Required Specifications”) to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers, typically within five (5) to ten (10) business days after the project kick-off call.

C. Commencing after the project kick-off call, and at a time mutually agreed to by the project managers and the business sponsor(s), Oracle will participate in weekly status calls, each up to sixty (60) minutes during the Professional Services Period (defined below) to:

   i. Consult on recommended practices as they relate to:
      a. The Program’s standard functionality;
      b. The Program’s branding and design capabilities;
      c. The Program’s integration capabilities; and
      d. Internal change management, marketing and communications strategies for the rollout and launch of the Program in your organization.
   ii. Discuss and update stakeholders on project status, deliverables, risks and the project timeline.

D. Upon receipt of your completed “Required Specifications”, Oracle’s project manager and/or functional consultant will contact your project manager to review and to finalize the “Required Specifications”, (the “Final Required Specifications”).

E. Upon receipt by Oracle of the Final Required Specifications and during the Professional Services Period (as defined below), Oracle will provide the following services:

   i. Configure the Program based on the Final Required Specifications;
   ii. Brand and design the Program based on the Final Required Specifications;
   iii. Oracle will validate the Program’s configurations against the Final Required Specifications and the Program’s standard functionality;
   iv. Upon completion of your Program’s configuration, branding and design and integration requirements, the Oracle functional consultant and/or project manager will:
      a. Conduct a telephone and web conference walkthrough of your configured Program with your project stakeholders and business sponsor(s), up to three (3) hours in duration. The walkthrough will mark the beginning of the User Acceptance Testing period, which will be for a time period mutual agreed to by the project managers
(“UAT Period”) and at the end of the UAT Period you will deliver to Oracle’s project manager your consolidated test results;
b. Provide your project stakeholders with access to your configured Program in a staging environment; test cases and a feedback gathering template to consolidate your test results (“consolidated test results”) and any questions pertaining to the Program’s functionality and/or configuration; and
c. Mutually coordinate with your project manager an agreeable time for delivery of your consolidated test results; typically five (5) to ten (10) business days following the Program walkthrough.

v. Upon receipt of your consolidated test results, the Oracle project manager and/or functional consultant will respond to and/or clarify any questions from your test results and make any functional configuration updates required, per the Final Required Specifications.

vi. Upon addressing all critical issues in your consolidated test results, and your sign-off via email on the UAT Period, the Oracle functional consultant and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment.

vii. Upon completion of all production cut-over activities, the Program will be considered “Live”.

Your Obligations and Project Assumptions
In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Complete and return the Required Specifications to the Oracle project manager by a time mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Required Specifications prior to the commencement of the Social Sourcing Services described above.
3. Validate the Program’s configurations during the UAT Period against the Final Required Specifications and provide your consolidated test results to the Oracle project manager by a time mutually agreed to by the project managers.
4. Translate and implement any modifications or adjustments to the Program’s default language localization for the supported languages.
5. Sign off on the staging environment via e-mail to Oracle’s project manager prior to production cutover.
6. Upon completion of the production cut over activities, upon Oracle’s request you will verify that you can access the Program in the production environment and provide Oracle’s project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
7. Manage and execute internal change management activities for the launch of the Program.
8. Develop marketing collateral and internal communications needed to execute your change management plan.
Project Assumptions

1. The Services outlined herein are typically performed during a six (6) to ten (10) week period the project kick off call.
2. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
   b. Translation and implementation services to modify the Program’s default translations for support languages.
3. The branding and design services outlined herein are limited to one (1) Social Sourcing site on your Program. You must contract for additional services should you require branding and design services for additional sites or company brands.
4. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Social Sourcing Implementation for Non-Taleo Recruiting Products

Part # B81479

Description of Services

Oracle will provide you with remote assistance for the deployment of your Oracle Taleo Social Sourcing program (the “Program”) in your cloud services environment as set forth below (“Services”):

A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will participate in an introductory telephone conference call (“introductory call”), up to one (1) hour in duration, to discuss the Services and coordinate a project kick off call.

B. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will lead a project kick-off telephone and web conference call (“project kick-off call”), up to three (3) hours in duration. During the project kick-off call, an Oracle functional consultant and/or project manager will:
i. Conduct a demonstration the Program and consult with you on the Program’s functional configuration, branding and integration requirements and capabilities;

ii. Discuss and analyze your existing functional and business processes as they relate to the Program’s standard functionality;

iii. Discuss your business objectives, goals and project timeline as they relate to the Program and the deployment process; and

iv. Provide to you a copy of the “Configuration, Branding and Integration Specifications Documentation” (the “Required Specifications”) to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers, typically within five (5) to ten (10) business days after the project kick-off call.

C. Commencing after the project kick-off call, and at a time mutually agreed to by the project managers and the business sponsor(s), Oracle will participate in weekly status calls, each up to sixty (60) minutes during the Professional Services Period (defined below) to:

i. Consult on recommended practices as they relate to:
   a. The Program’s standard functionality;
   b. The Program’s branding and design capabilities;
   c. The Program’s integration capabilities; and
   d. Internal change management, marketing and communications strategies for the rollout and launch of the Program in your organization.

ii. Discuss and update stakeholders on project status, deliverables, risks and the project timeline.

D. Upon receipt of your completed “Required Specifications”, Oracle’s project manager and/or functional consultant will contact your project manager to review and to finalize the “Required Specifications”, (the “Final Required Specifications”).

E. Upon receipt by Oracle of the Final Required Specifications and during the Professional Services Period (as defined below), Oracle will provide the following services:

i. Configure the Program based on the Final Required Specifications;

ii. Brand and design the Program based on the Final Required Specifications;

iii. Oracle will validate the Program’s configurations against the Final Required Specifications and the Program’s standard functionality;

iv. Upon completion of your Program’s configuration, branding and design and integration requirements, the Oracle functional consultant and/or project manager will:
   a. Conduct a telephone and web conference walkthrough of your configured Program with your project stakeholders and business sponsor(s), up to three (3) hours in duration. The walkthrough will mark the beginning of the User Acceptance Testing period, which will be for a time period mutual agreed to by the project managers (“UAT Period”) and at the end of the UAT Period you will deliver to Oracle’s project manager your consolidated test results;
   b. Provide Your project stakeholders with access to your configured Program in a staging environment; test cases and a feedback gathering template to consolidate your test results (“consolidated test results”) and any questions pertaining to the Program’s functionality and/or configuration; and
c. Mutually coordinate with your project manager an agreeable time for delivery of your consolidated test results; typically five (5) to ten (10) business days following the Program walkthrough.

v. Upon receipt of your consolidated test results, the Oracle project manager and/or functional consultant will respond to and/or clarify any questions from your test results and make any functional configuration updates required, per the Final Required Specifications.

vi. Upon addressing all critical issues in your consolidated test results, and your sign-off via email on the UAT Period, the Oracle functional consultant and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment.

vii. Upon completion of all production cut-over activities, the Program will be considered “Live”.

Your Obligations and Project Assumptions
In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Complete and return the Required Specifications to the Oracle project manager by a time mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Required Specifications prior to the commencement of the Social Sourcing Services described above.
3. Validate the Program’s configurations during the UAT Period against the Final Required Specifications and provide your consolidated test results to the Oracle project manager.
4. Translate and implement any modifications or adjustments to the Program’s default language localization for the supported languages.
5. Sign off on the staging environment via e-mail to Oracle’s project manager prior to production cutover.
6. Upon completion of the production cut over activities, upon Oracle’s request you will verify that you can access the Program in the production environment and provide Oracle’s project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
7. Manage and execute internal change management activities for the launch of the Program.
8. Develop marketing collateral and internal communications needed to execute your change management plan.

Project Assumptions

1. The Services outlined herein are typically performed during a six (6) to ten (10) week period the project kick off call.
2. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
ii. Translation and implementation services to modify the Program’s default translations for support languages

3. The branding and design services outlined herein are limited to one (1) Social Sourcing site on your Program. You must contract for additional services should you require branding and design services for additional sites or company brands.

4. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.
Oracle Taleo Business Edition

Oracle TBE Recruiting - Implementation

Oracle TBE Recruiting Implementation - Premier
Part # B69610

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) ("Required Feedback") and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").

- Provide to you the Services listed below ("TBE Recruiting Implementation Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard available reports in the reporting tool;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Implementation Services detailed below.

  o Provide to you the implementation Services listed below ("Implementation Services") using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
    - Configure “Candidate Profile Page” utilizing the standard candidate data and up to twenty (20) custom fields;
    - Configure the “Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
Oracle TBE Recruiting Implementation - Premier (continued)

- Configure “Rejection and Decline Reasons”;  
- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;  
- Create up to ten (10) plain text “Email Templates”;  
- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;  
- Configure standard filtering of up to one (1) user roles including tabs, sub-tabs, list views and page layouts;  
- Configure up to three (3) “Smart Views”;  
- Configure “Talent Cards” and “Quick Views” Program features;  
- Configure up to two (2) “Career Websites”;  
- Configure up to two (2) “Candidate Application” forms;  
- Create an “Employee Referral URL” and “Employee Referral Page”; and  
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Recruiting Implementation – Premier Plus
Part # B69611

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):

  o Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the standard features of the Program’s Tap mobile application;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:

    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
    - Configure the “Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;

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Oracle TBE Recruiting Implementation – Premier Plus (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”;
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Configure up to five (5) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  o Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
    - Configure the “Application Snap Shot” Program feature;
    - Configure the “Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;
Oracle TBE Recruiting Data Migration - Premier 20K (continued)

- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to ten (10) plain text “Email Templates”;
- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to three (3) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program feature;
- Configure up to two (2) “Career Websites”;
- Configure of up to two (2) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to twenty thousand (20,000) “Candidates”;
  - Import up to twenty thousand (20,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”;
  - Import up to one (1) attachment of “Candidate” history;
  - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
  - Import up to twenty thousand (20,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Data Migration - Premier 20K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Recruiting Data Migration - Premier 40K
Part # B69620

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the “Program”) in your Oracle services environment as set forth below ("Services"): 

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) ("Required Feedback") and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").

- Provide to you the Services listed below ("TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard available reports in the reporting tool;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  - Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
    - Configure the Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;
    - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
    - Create up to ten (10) plain text “Email Templates”;

...
Oracle TBE Recruiting Data Migration - Premier 40K (continued)

- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to three (3) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to two (2) “Career Websites”;
- Configure of up to two (2) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to forty thousand (40,000) “Candidates”;
  - Import up to forty thousand (40,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”;
  - Import up to one (1) attachment of “Candidate” history;
  - Import ”Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the ”User Import“ Program feature.
  - Import up to forty thousand (40,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Data Migration - Premier 40K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Recruiting Data Migration - Premier 60K
Part # B69621

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard available reports in the reporting tool;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
    - Configure the :Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;
    - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
    - Create up to ten (10) plain text “Email Templates”;


Oracle TBE Recruiting Data Migration - Premier 60K (continued)

- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to three (3) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to two (2) “Career Websites”;
- Configure up to two (2) “Candidate Application” forms;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure “Talent Cards” and “Quick Views” Program features;
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to sixty thousand (60,000) “Candidates”;
  - Import up to sixty thousand (60,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”;
  - Import up to one (1) attachment of “Candidate” history;
  - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
  - Import up to sixty thousand (60,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Data Migration - Premier 60K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
**Oracle TBE Recruiting Data Migration – Premier Plus 20K**  
Part # B69622

**Description of Services**  
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the standard features of the Program’s Tap mobile application;
    - the Program’s standard requisition questions and ranking features; and
    - the Program configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  o Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
    - Configure the Program feature, “Application Snap Shot”;
    - Configure the “Candidate Data Form and Requisition Form”;
    - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;
Oracle TBE Recruiting Data Migration – Premier Plus 20K (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”;
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to five (5) “Smart Views”;
- Configure the Program features “Talent Cards” and “Quick Views”;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure of up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to twenty thousand (20,000) “Candidates”;
  - Import up to twenty thousand (20,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”;
  - Import up to one (1) attachment of “Candidate” history;
  - Import "Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
  - Import up to twenty thousand (20,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Data Migration – Premier Plus 20K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
 Oracle TBE Recruiting Data Migration – Premier Plus 40K  
Part #B69623

**Description of Services**
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the standard features of the Program’s Tap mobile application;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  o Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
    - Configure the “Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
Oracle TBE Recruiting Data Migration – Premier Plus 40K (continued)

- Configure “Rejection and Decline Reasons”;
- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”; 
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to five (5) “Smart Views”;
- Configure the Program features “Talent Cards” and “Quick Views”;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure of up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to forty thousand (40,000) “Candidates”;
  - Import up to forty thousand (40,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”;
  - Import up to one (1) attachment of “Candidate” history;
  - Import "Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
  - Import up to forty thousand (40,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.
Oracle TBE Recruiting Data Migration – Premier Plus 40K (continued)

Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Recruiting Data Migration – Premier Plus 60K
Part # B69624

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Data Migration Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the standard features of the Program’s Tap mobile application;
    - the Program’s standard requisition questions and ranking features; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

  o Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
    - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
    - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
    - Configure the “Candidate Data Form and Requisition Data Form”;
    - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
    - Configure “Rejection and Decline Reasons”;
Oracle TBE Recruiting Data Migration – Premier Plus 60K (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”;
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to five (5) “Smart Views”;
- Configure the Program features “Talent Cards” and “Quick Views”;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure of up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
  - Import up to sixty thousand (60,000) “Candidates”;
  - Import up to sixty thousand (60,000) “Requisitions”;
  - Import up to one (1) resume per “Candidate”; 
  - Import up to one (1) attachment of “Candidate” history;
  - Import "Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
  - Import up to sixty thousand (60,000) “Contacts”;
  - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
  - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Data Migration – Premier Plus 60K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Onboarding - Implementation

Oracle TBE Onboarding Implementation - Express
Part # B69612

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).

- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard available reports in the reporting tool.
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:

    - Configure up to ten (10) “Onboarding Forms” with up to ten (10) fields per form;
    - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
    - Configure up to ten (10) “Onboarding Activities”;
    - Configure up to five (5) “Onboarding Bundles”;
    - Create up to five (5) plain text “Email Templates”; and
    - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
**Oracle TBE Onboarding Implementation - Express (continued)**

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.
Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).

- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):

  o Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard available reports in the reporting tool; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:

    - Configure up to twenty (20) “Onboarding Forms” with up to twenty (20) fields per form;
    - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
    - Configure up to twenty (20) “Onboarding Activities”;
    - Configure up to five (5) “Onboarding Bundles”;
    - Create up to five (5) plain text “Email Templates”;
    - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts; and
    - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
Oracle TBE Onboarding Implementation – Premier (continued)
You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Performance - Implementation

Oracle TBE Performance Implementation - Premier
Part #B69614

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
    - the Program’s standard available reports in the reporting tool; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:

    - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to five (5) custom fields, a company logo, and up to one (1) sections of displayed information;
    - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to fifteen (15) custom fields;
    - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to five (5) custom fields;
Oracle TBE Performance Implementation – Premier (continued)

- Configure “Review Pages” for up to one (1) “Review Type” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
- Create up to five (5) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to two (2) plain text “Email Templates”;
- Create one (1) “Review Rating Scale” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
- Configure standard filtering of up to two (2) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
- Configure up to five (5) “Smart Views”;
- Configure the “Talent Cards” and “Quick View” Program features;
- Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.
Oracle TBE Performance Implementation – Premier (continued)

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Performance Implementation – Premier Plus
Part #B69615

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
    - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
      - the Required Feedback;
      - the Implementation Services (detailed below);
      - the Program’s standard features and general product overview;
      - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
      - the Program’s standard available reports in the reporting tool; and
      - the Program’s configuration.

    - During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

    - Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
      
        - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to ten (10) custom fields, a company logo, and up to three (3) sections of displayed information;
        - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to twenty-five (25) custom fields;
        - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to ten (10) custom fields;
        - Configure “Review Pages” for up to two (2) “Review Types” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
        - Configure up to fifteen (15) “Custom Competencies” and add them to a Competency Library;
Oracle TBE Performance Implementation – Premier Plus (continued)

- Create up to ten (10) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
- Create up to five (5) review templates for the standard “360° Multi-rater Reviews” Program feature;
- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to five (5) plain text “Email Templates”;
- Create up to two (2) “Review Rating Scales” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
- Configure up to five (5) “Smart Views”;
- Configure the “Talent Cards” and “Quick Views”Program features;
- Configure the “Organization Chart” Program feature;
- Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.
Oracle TBE Performance Implementation – Premier Plus (continued)

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Performance Cycle Preparation
Part #B69616

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services information reasonably required by Oracle for the TBE Performance Cycle Preparation Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance Cycle Preparation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to two (2) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - review and assessment of “Perform Rollout & Maintenance Checklist”;
    - review “Employee Website (“EWS”) Rollout Checklist”;
    - session outline for one (1) hour “Perform Rollout Session for Review Managers”;
    - session outline for thirty (30) minute “Perform Rollout Session for Employees”;
    - walk through of “Perform Rollout Session for Managers” with customer project contacts; and
    - the Cycle Preparation Services (detailed below).

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Cycle Preparation Services detailed below.

  o Provide to you the preparation Services listed below (“Cycle Preparation Services”) using the Confirmed Required Feedback:

    - Provide, at a time mutually agreed to by the project managers, a Perform Rollout Session for Review Managers via Webex for up to twenty-five (25) Review Managers; and
    - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Cycle Preparation Services described above.
Oracle TBE Performance Cycle Preparation (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Performance Cycle Preparation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
**Oracle TBE Compensation - Implementation**

**Oracle TBE Compensation Implementation**  
Part #B69618

**Description of Services**  
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Compensation Implementation Services (defined below) (“Required Feedback”).

- Provide to you the Services listed below (“TBE Compensation Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard available reports in the reporting tool; and
    - the Program’s configuration.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:

    - Configure required “Comp Administration” including “Global Settings”, “Compensation Types” and up to ten (10) “Pay Ranges”;
    - Configure “Cycle Page” utilizing the standard cycle data and up to five (5) custom fields;
    - Create and Configure up to two (2) “Cycles”
    - Configure “Plan Page” utilizing the standard plan data and up to five (5) custom fields;
    - Configure “Event Page” utilizing the standard event data and up to five (5) custom fields;
    - Create up to two (2) list views;
    - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts;
    - Assign “Employee Pay Ranges” for up to ten (10) employees;
    - Create up to five (5) plain text “Email Templates”; and
**Oracle TBE Compensation Implementation (continued)**

- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Compensation Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Compensation Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)
Oracle TBE – Add-On and Post Implementation

**Oracle TBE Consulting Services Add-On Configuration Hours**
Part #B69934

**Description of Services**
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Consulting Services Add-On Configuration Hours (defined below) (“Required Feedback”).

- Provide to you the one or more of the additional Services listed below for up to the number of hours identified in your order; commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Configure additional “Roles”;
  - Populate the “Organization Setup” Program feature with: “Locations,” “Departments,” “Regions,” and “Divisions”;
  - Create additional forms or applications as defined in the Program;
  - Complete post-live configuration changes to the Program;
  - Configure mobile enabled careers website and pages;
  - Conduct configuration discussion sessions;
  - Provide integration services; and/or
  - Provide a zone clone.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Consulting Services Add-On Configuration Hours Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Consulting Services Add-On Configuration Hours Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or
**Oracle TBE Consulting Services Add-On Configuration Hours (continued)**

other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle TBE Recruiting Two-Tier Application Form  
Part #B69625  

Description of Services  
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):  

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting Two Tier Application Form Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).  

- Provide to you the Services listed below (“TBE Recruiting Two Tier Application Form Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):  
  
  o Conduct up to two (2) thirty (30) minute webinars, for up to two (2) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:  
    - the Required Feedback;  
    - review, where applicable, existing application forms;  
    - the Configuration Services (detailed below); and  
    - review of how to use the two tier application form.  
  
  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Configuration Services detailed below.  

  o Provide to you the Recruiting Two Tier Application Form Services listed below (“Configuration Services”) using the Confirmed Required Feedback:  
    - Configure one (1) “External Candidate Application” two tier form.  

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Two Tier Application Form Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Recruiting Two Tier Application Form Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting Two-Tier Application Form (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle TBE Recruiting System Health Check
Part #B69628

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

• At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting System Health Check Services (defined below) (“Required Feedback”).

• Provide to you one or more of the Services listed below (“TBE Recruiting System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  o Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    • the Required Feedback;
    • the Health Check Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  o Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    • Review your Program use;
    • Review recent Program release functionality; and
    • Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Recruiting System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
**Oracle TBE Onboarding System Health Check**  
Part #B69629

**Description of Services**  
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding System Health Check Services (defined below) (“Required Feedback”).

- On or after the introductory call, within the timeframe requested by Oracle, you will provide Oracle the Required Feedback.

- Provide to you one or more of the Services listed below (“TBE Onboarding System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Health Check Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  o Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    - Review your Program use;
    - Review recent Program release functionality; and
    - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Onboarding System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
**Oracle TBE Performance System Health Check**  
Part #B69630

**Description of Services**
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance System Health Check Services (defined below) (“Required Feedback”).

- Provide to you one or more of the Services listed below (“TBE Performance System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Health Check Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  - Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    - Review your Program use;
    - Review recent Program release functionality; and
    - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Performance System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.
Oracle TBE Recruiting and Onboarding System Health Check - Advanced  
Part #B69631

**Description of Services**
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the “Program”) in your Oracle services environment as set forth below ("Services"): 

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting and Onboarding System Health Check- Advanced Services (defined below) (“Required Feedback”).

- Provide to you one or more of the Services listed below (“TBE Recruiting and Onboarding System Health Check - Advanced”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Health Check Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  o Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    - Review your Program use;
    - Review recent Program release functionality; and
    - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Recruiting and Onboarding System Health Check - Advanced Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting and Onboarding System Health Check - Advanced Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle TBE Recruiting and Onboarding System Health Check –Advanced (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle TBE Performance and Compensation System Health Check - Advanced
Part #B69632

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance and Compensation System Health Check - Advanced Services (defined below) (“Required Feedback”).

- Provide to you one or more of the Services listed below (“TBE Performance and Compensation System Health Check - Advanced”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Health Check Services (detailed below).

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  - Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    - Review your Program use;
    - Review recent Program release functionality; and
    - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance and Compensation System Health Check - Advanced Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance and Compensation System Health Check - Advanced Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle TBE - Technical Services

Oracle TBE Performance to Learn Integration
Part #B69633

Description of Services
Oracle will provide to you remote assistance regarding the integration of your Oracle Taleo Business Edition (“TBE”) and Oracle Taleo Learn programs (the “Programs”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance to Learn Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance to Learn Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).
  
  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Performance to Learn Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring daily feed to import the Employee Data, from TBE to Learn in accordance with the Final Integration Guide Document (“TBE to Learn”). Employee data from TBE will become User data in Learn.
    - Integrate up to thirty-one (31) pre-defined fields, as identified in the Integration Guide.
  - Oracle will enable Single Sign-On (SSO) between the TBE Program and Learn Program for both Employees (via the Employee Website) and Users.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance to Learn Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.
Oracle TBE Performance to Learn Integration (continued)

The TBE Performance to Learn Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
**Oracle TBE Performance to HRIS Integration (Employees)**
Part #B69635

**Description of Services**
Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Employee data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance to HRIS Integration”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    
    - the Required Feedback; and
    
    - the Integration Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Performance to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:

  o Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document (“TBE Performance to HRIS”):
    
    - Export thirty-two (32) pre-defined fields, as identified in the Integration Guide; and
    
    - Export up to ten (10) customer identified Employee fields.
Oracle TBE Performance to HRIS Integration (Employees) (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance to HRIS Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Performance to HRIS Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE New Hires to HRIS Integration (Employees)

Part #B69636

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Employee data from TBE Onboarding and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE New Hires to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Performance to HRIS Integration”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    
    - the Required Feedback; and
    
    - the Integration Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  
  o Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document (“TBE New Hires to HRIS”):
    
    - Export twenty-nine (29) pre-defined fields, as identified in the Integration Guide; and
    
    - Export up to ten (10) customer identified Employee fields.
Oracle TBE New Hires to HRIS Integration (Employees) (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE New Hires to HRIS Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE New Hires to HRIS Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Customer HRIS to Oracle TBE Performance Integration (Employees/Users)
Part #B69637

Description of Services
Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service imports Employee and User data into TBE Performance based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Customer HRIS to TBE Performance Integration Services (defined below) (“Required Feedback”); and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below (“Customer HRIS to TBE Performance”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).
  
    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring import of Employee and User data from a file into the Program, in accordance with the Final Integration Guide document (“Customer HRIS to TBE Performance”)
    - Import thirty-three (33) pre-defined fields, as identified in the Integration Guide; and
    - Import up to four (4) customer identified Employee fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Customer HRIS to TBE Performance Integration Services described above.
Oracle TBE Customer HRIS to Oracle TBE Performance Integration (Employees/Users) (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Customer HRIS to TBE Performance Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Recruiting to HRIS Integration-Advanced
Part #B69638

Description of Services
Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Candidate data from TBE and formats it in files. In addition to the primary Candidate file, three (3) additional files are created which include Candidate Education, Candidate Certificates and Candidate Work History data. Data in these files is data commonly needed in Human Resource Information System (HRIS) applications. The files are placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS - Advanced Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting to HRIS – Advanced Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalze the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS - Advanced Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide document (“TBE Recruiting to HRIS - Advanced”):
    - Candidate File:
      - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
      - Export up to ten (10) customer identified Candidate fields.
**Oracle TBE Recruiting to HRIS Integration-Advanced (continued)**

- CandidateEducation File:
  - Export eight (8) pre-defined fields, as identified in the Integration Guide; and
  - Export up to five (5) customer identified Candidate fields.

- CandidateWorkHistory File:
  - Export fifteen (15) pre-defined fields, as identified in the Integration Guide; and
  - Export up to five (5) customer identified Candidate fields.

- CandidateCertificates File:
  - Export four (4) pre-defined fields, as identified in the Integration Guide; and
  - Export up to five (5) customer identified Candidate fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting to HRIS- Advanced Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Recruiting to HRIS - Advanced Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)
Oracle TBE Recruiting to HRIS Integration
Part #B69639

Description of Services
Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Candidate data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting to HRIS Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide Document (“TBE New Hires to HRIS”):
    - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
    - Export up to ten (10) customer identified Candidate fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting to HRIS Integration Services described above.
Oracle TBE Recruiting to HRIS Integration (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Recruiting to HRIS Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle TBE Customer HRIS to Oracle TBE Recruiting Integration
Part #B69640

Description of Services
Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service imports Requisition and Requisition Template data into TBE Recruiting based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Customer HRIS to TBE Recruiting Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Customer HRIS to TBE Recruiting Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Customer HRIS to TBE Recruiting Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring import of Requisition and Requisition Template data from a file into the Program, in accordance with the Final Integration Guide document (“Customer HRIS to TBE Recruiting”)
    - Import thirteen (13) pre-defined fields, as identified in the Integration Guide; and
    - Import up to ten (10) customer identified Requisition fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Customer HRIS to TBE Recruiting Integration Services described above.
**Oracle TBE Customer HRIS to Oracle TBE Recruiting Integration (continued)**

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Customer HRIS to TBE Recruiting Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)
Oracle TBE Employee Import Service
Part# B75376

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and the TBE Importing Employee Data document.

- On or after the introductory call, the Oracle project manager will provide to you a copy of the TBE Importing Employee Data document to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers.

- Upon receipt of your fully completed TBE Importing Employee Data document, Oracle’s project manager will contact your project manager to review and to finalize a mutually agreed upon TBE Importing Employee Data document (“Final TBE Importing Employee Data Document”).

- Provide to you the Services listed below (“Import Services”) commencing after receipt by Oracle of the Final TBE Importing Employee Data Document and during the Professional Services Period (as defined below):
  
  o Conduct up to two (2) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers), at a time mutually agreed to by the project managers as follows:
    
    ▪ The first webinar will be to identify and for you to validate the Employee Records, identified below, to be imported in the Program and to discuss employee list views and page layouts (“First Webinar”).
    
    ▪ The second webinar is to demonstrate the employee list views and page layouts of the Employee Records in the Program in accordance with the Final TBE Importing Employee Data Document and, if applicable, to make any changes to the employee list views and page layouts agreed to by the project managers (“Second Webinar”).
  
  o After the First Webinar, load up to five thousand (5,000) employee records (“Employee Records”) from your system, as identified in the Final TBE Importing Employee Data Document, to the Program.

  o Configure the employee list views and page layouts using the Program’s standard functionality in accordance with the Final TBE Importing Employee Data Document.
Oracle TBE Employee Import Service (continued)

You must fill out TBE Importing Employee Data document, and return the fully completed TBE Importing Employee Data document to the Oracle project manager. The project managers must review and mutually agree to a Final TBE Importing Employee Data Document prior to the commencement of the Importing Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Final TBE Importing Employee Data Document the document will be fixed for the Professional Services Period. The Employee Records will be limited to the employee data identified in the Final TBE Importing Employee Data Document (e.g. first name, last name, email, job function/category, and location) and must be provided to Oracle in the manner and format specified in the Final TBE Importing Employee Data Document. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Once the Services commence, the Services will be performed over a period of time, not to exceed six (6) calendar weeks, and must be utilized continuously. The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.
Oracle Taleo Learn

Oracle Taleo Learn - Implementation

Oracle Taleo Learn Implementation - Foundation
Part #B69641

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to eight (8) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”); and
    - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:
  - Setup and review of “Control Panel” settings as required by Oracle;
  - Configure up to five (5) custom fields;
  - Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);
**Oracle Taleo Learn Implementation - Foundation (continued)**

- Create up to two (2) “Groups”;
- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to five (5) “Resources” with the “Resource Manager” Program feature;
- Configure one (1) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Apply the selected “LearnCenter Site Design”;
- Populate the pre-defined pages of the “LearnCenter Site Design”;
- Create one (1) “subLearnCenter” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.
Oracle Taleo Learn Implementation - Premier
Part #B69642

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Implementation Services (detailed below);
    - the Program’s standard features and general product overview;
    - the Program’s standard available reports in the reporting tool;
    - the Program’s “Credit” feature;
    - selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”);
    - the Program’s configuration; and
    - Up to five (5) hours of post go live support to be used within one (1) week or five (5) consecutive business days after go live.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:
  - Setup and review of “Control Panel” settings as required by Oracle;
  - Configure up to ten (10) custom fields;
  - Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);
  - Create up to two (2) “Groups”;
Oracle Taleo Learn Implementation - Premier (continued)

- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to ten (10) “Resources” with the “Resource Manager” Program feature;
- Configure up to two (2) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Configure “External Training” Program feature for up to three (3) “Training Types” and access permissions for the “External Training” Program feature for up to two (2) “Roles”;
- Apply the selected “LearnCenter Site Design”; 
- Populate the pre-defined pages of the “LearnCenter Site Design”;
- Create one (1) “subLearnCenter” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle Taleo Learn Implementation – Premier Plus
Part #B69643

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  o Conduct up to eleven (11) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    • the Required Feedback;
    • the Implementation Services (detailed below);
    • the Program’s standard features and general product overview;
    • the Program’s standard available reports in the reporting tool;
    • the Program’s “Review and Ratings” feature
    • the Program’s “Credit” feature; and
    • practices for loading training content in the Program;
    • Selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”);
    • The Program’s configuration; and
    • Up to ten (10) hours of post go live support to be used within two (2) weeks or ten (10) consecutive business days after go live.

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

  o Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:

    • Setup and review of “Control Panel” settings as required by Oracle;
    • Configure up to ten (10) custom fields;
    • Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);
Oracle Taleo Learn Implementation – Premier Plus (continued)

- Create up to two (2) “Groups”;
- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to ten (10) “Resources” with the “Resource Manager” Program feature;
- Configure up to four (4) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Configure “External Training” Program feature for up to six (6) “Training Types” and access permissions for the “External Training” Program feature for up to two (2) “Roles”;
- Create a “Chat Room” or “Forum” Program feature;
- Configure the “eCommerce” Program feature for up to ten (10) “Products”;
- Apply the selected “LearnCenter Site Design”;
- Populate the pre-defined pages of the “LearnCenter Site Design”;
- Create up to two (2) “subLearnCenters” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a twelve (12) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.
**Oracle Taleo Learn Implementation – Premier Plus (continued)**

**Project Management**
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)
Oracle Taleo Learn - Additional Consulting Services

Oracle Taleo Learn System Health Check
Part #B69644

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the Taleo Learn System Health Check Services (defined below) (“Required Feedback”).

- Provide to you one or more of the Services listed below (“Taleo Learn System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  
  - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback;
    - the Health Check Services (detailed below).
  
    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

  - Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
    - Review your Program use;
    - Review recent Program release functionality; and
    - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the Taleo Learn System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
Oracle Taleo Learn System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confmed Services Period. Any Services not used within the Professional Services Period or the Confmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle Taleo Learn Consulting Services Add-On Configuration Hours
Part # B72843

Description of Services
Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the Taleo Learn Consulting Services Add-On Configuration Hours (defined below) (“Required Feedback”).

- Provide to you the one or more of the additional Services listed below for up to the number of hours identified in your order; commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):

  - Configure additional “Roles”;  
  - Configure additional “Training Containers”;  
  - Create additional “Certificates”, “Assessments” or “Resources” as defined in the Program;  
  - Complete post-live configuration changes to the Program;  
  - Update “Site Design” pages;  
  - Conduct configuration discussion sessions; and  
  - Provide integration services.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the Oracle Taleo Learn Consulting Services Add-On Configuration Hours Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Required Feedback or any other information provided by you to Oracle, the Oracle Taleo Learn Consulting Services Add-On Configuration Hours Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.
Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.
Oracle Taleo Learn – Technical Services

Oracle Taleo Learn Predefined Batch User Integration
Part #B69647

Description of Services
Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Predefined Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Predefined Batch User Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Predefined Batch User Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Predefined Batch User Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring import of User data from a file into the Program, in accordance with the Final Integration Guide document (“Learn Predefined Batch User Integration”)
    - Import ten pre-defined fields, as identified in the Integration Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Batch User Integration Services described above. Unless
**Oracle Taleo Learn Predefined Batch User Integration (continued)**

otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Predefined Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

**Project Management**
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)
Oracle Taleo Learn Predefined Historical Data Load
Part #B69649

Description of Services
Oracle will provide to you remote assistance with the import of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Oracle Taleo Learn Predefined Historical Data Load integration is Oracle’s basic, training history import that runs one time, adding up to one-hundred thousand (100,000) Instructor-Led Training (ILT) and Web-based Training (WBT) course records to existing Oracle Cloud Learn user accounts in up to five (5) sites using the LearnCenter ID field as the identifier.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Historical Data Load Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Learn Predefined Historical Data Load Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Data Load Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the data load detailed below.

- Provide to you the Learn Predefined Historical Data Load Services listed below (“Data Load Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule one test import and one final production import of historical training data from a file into the Program, in accordance with the Final Data Load Guide document (“Learn Predefined Historical Data Load”)
    - Import up to one-hundred thousand (100,000) training records, with 25,000 lines per file. Integration contains thirteen (13) pre-defined fields, as identified in the Data Load Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Predefined Historical Data Load Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.
Oracle Taleo Learn Predefined Historical Data Load (continued)

The Predefined Historical Data Load will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle Taleo Learn Predefined Data Extract
Part #B69650

Description of Services
Oracle will provide to you remote assistance with the extract of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Oracle Taleo Learn Predefined Data Extract automates the export of User Web-based Training (WBT), or Instructor-Led Training (ILT) Enrollment, or Learning Plan, and/or Skill training data into a file that is posted to your Learn-provided Secure File Transfer Protocol (SFTP) site. The data extract will be scheduled to run once daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Data Extract Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Learn Predefined Data Extract Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Data Extract Services (detailed below).

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the data extract detailed below.

- Provide to you the Learn Predefined Data Extract Services listed below (“Data Extract Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring data export of Training Data from the Program, in accordance with the Final Data Extract Guide document (“Learn Predefined Data Extract”). This will includes one separate file. You will need to choose one (1) of the data exports listed below:
    - “WBT File” with ten (10) predefined fields;
    - “ILT Enrollment File” with ten (10) predefined fields;
    - “Learning Plan File” with fourteen (14) predefined fields; and
    - “Skill File” with nine (9) predefined fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Data Extract Services described above.
Oracle Taleo Learn Predefined Data Extract (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Predefined Data Extract Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle Taleo Learn Advanced Batch User Integration
Part #B72844

Description of Services
Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Advanced Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Advanced Batch User Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Learn Advanced Batch User Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
  - Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Integration Services (detailed below).

  During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Learn Advanced Batch User Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
  - Oracle will create and schedule a recurring import of User data from a file into the Program’s production environment, in accordance with the Final Integration Guide documents (“Learn Advanced Batch User Integrations” and “Integration Detailed Design”)
    - Import all standard, User fields, as identified in the Integration Detailed Design;
    - Import up to forty (40) customer identified User fields;
    - Create up to eight (8) customer identified groups based on one (1) User field;
    - Integration can run in multiple Sub LearnCenters based on the LearnCenter ID field that will need to be passed in the customer data file. User will be maintained in one (1) LearnCenter only. All Sub LearnCenters must exist prior to development.
Oracle Taleo Learn Advanced Batch User Integration (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Advanced Batch User Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Advanced Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Oracle Taleo Learn Web Services for User Imports and Data Extracts
Part # B72845

Description of Services

Oracle will provide to you remote assistance with the setup of Web Services for Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Web Services for User Imports and Data Extracts enables you to integrate your Learn site with multiple systems, regardless of the languages in which those systems are programmed. The Web Service, which is built on a Hypertext Markup Language (HTML) and Extensible Markup Language (XML) platform, utilizes calls that are based on the Simple Object Access Protocol (SOAP) to send request and response messages over the Hypertext Transfer Protocol (HTTP).

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Web Services for User Imports and Data Extracts Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“Learn Web Services for User Imports and Data Extracts”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):

  o Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
    - the Required Feedback; and
    - the Web Services (detailed below).

    During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Learn Web Services for User Imports and Data Extracts Services listed below (“Web Services”) using the Confirmed Required Feedback:

  o Oracle will enable the following Web Services in the Program, in accordance with the “Learn Web Services Guide”
    - Users
      - GetUser
      - SaveUser
      - TerminateUser
Oracle Taleo Learn Web Services for User Imports and Data Extracts (continued)

- Other Learn Web Services
  - GetCourseCatalog
  - GetCourseCompletion
  - GetProductCatalog

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Web Services for Oracle Taleo Learn described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Web Services for Oracle Taleo Learn will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management
You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn
Working with Professional Services for Oracle TBE & Oracle Taleo Learn

Implementation Approach:

- Consulting Services follows a rapid implementation methodology bringing value to our customers quickly.
- On average, customers should plan for one meeting per week during the implementation. Meetings are held virtually via Webex and phone.
- In addition to weekly meetings, customers will have decisions to make and homework to complete. This may average an additional 3-4 hours per week across the project.
- We strongly recommend that customers purchase product training from Oracle University.
- Focus of the Oracle Project Manager/Implementation Consultant is on guiding the customer through the implementation with a heavy focus on configuration and highlighting which decisions the customer needs to make. Consultants will advise on best practice configuration.

Make Your Implementation a Success!

- Attend training from Oracle University before your project begins.
- Assign one (1) person on your team as the primary project contact and primary decision maker.
- Limit team members on project calls to less than five (5). There may be many other people interested in the project, which is great! Plan to take the key information from project meetings back to any other interested parties.
- Be prepared to make decisions and complete “homework” as requested and on-time.
- Each project builds in time for User Testing – take advantage to be hands-on in your system during this time. It’s an opportunity to confirm that all the configuration decisions have been setup correctly and to simulate your business processes in your system.
- Remember that you’ll have the ability to change your system ongoing to adapt and grow with your organization’s needs.

Getting Started:

- After a contract with Oracle has been fully executed, the Consulting team will be informed of your consulting purchase.
- The Consulting team will review the services purchased and assign an Implementation Consultant. Typically, you’ll hear from a Consultant within 15 business days or less.
- Your Consultant will send an introductory email and schedule a project kickoff meeting (introductory call).

Engagement during the Project:

- The projects which are most successful have engaged customer resources that meet weekly with their assigned consultant.
- We request a minimum of 24 hours’ notice to cancel any meeting. Should you miss more than 2 meetings without prior notice, missed meetings will be subject to hourly charges.
- Should you find that your schedule does not permit you to meet with your consultant on a regular basis or you are unable to identify a primary contact, we’ll work with you to put you project on-hold.