ORACLE

Oracle Food and Beverage Cloud Services

MICROS Service Descriptions and Metrics

—

Effective Date: 8-December-2022

*NOTE: The service descriptions for all other Oracle Food and Beverage Cloud Services can be found in a separate document which may be viewed on www.oracle.com/contracts.

TABLE OF CONTENTS

METRIC DEFINITIONS

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

Physical Location is defined as a single business entity with a physical (postal) address. Each business entity at which the Oracle Cloud Service is being used should be counted as a separate physical location.

In a property that operates multiple business entities, such as an airport, casino, stadium, university or resort, each Revenue Center operating as an individual entity is counted as a separate physical location. In a property with multiple Revenue Centers that operates as a single business entity, such as a freestanding restaurant with a bar, carry out, and table service, the building is counted as a single physical location.

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

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

Transaction Services Client is defined as a device using data originating from the Transaction Services API endpoint to record sales transactions or display Menu Content. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle MICROS Simphony Transaction Services Cloud Service, devices that display property or revenue center configuration must be counted as Transaction Services Clients. Below are examples that must be licensed as Transaction Services Clients.

- Guest owned mobile devices or computers from which menus are viewed and orders placed (e.g., delivery apps, mobile ordering websites, online ordering websites)
- On premises devices from which menus are viewed and orders placed (e.g., kiosks, handheld payment terminals, menu boards, way finding kiosks with menus)
- On premises devices which display order production status updates (e.g., consumer facing display showing order numbers ready for pickup)

Your devices from which menus are viewed and orders placed (e.g., 3rd party catering applications, centralized call center applications)

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

GLOSSARY

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

Guest is defined as a person receiving goods or services from You. For example, in a table service restaurant, the guest sits at a table and receives service and food or beverage from Your employee; in a delivery situation, a guest receives the food or beverage produced within Your Physical Location outside of the business' location – e.g., home or office.

Menu Content is defined as information configured within any Simphony Cloud Service that describes a menu, including but not limited to: menu item names, descriptions, images, and prices; allergens; nutritional content information; discounts; and menu categories.

Organization is defined as Simphony Cloud Service or Reporting and Analytics enterprise that consists of one or more Physical Locations and Revenue Centers, which have POS Clients, Kitchen Display Clients, Transaction Services Clients, and Interfaces within it. A Simphony Single-Tenant Environment may have one or more Organizations within it. The word Organization is also used synonymously with Enterprise.

ORACLE FOOD & BEVERAGE CLOUD SERVICES – SERVICE DESCRIPTIONS

ORACLE MICROS SIMPHONY, SINGLE-TENANT EDITION

Oracle MICROS Simphony, Single-Tenant Edition, Environment

Part #: B92677 – Per Instance

Users of Oracle MICROS Simphony Cloud Service, Single-Tenant Edition, Environment are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Simphony Configuration Data Interface Cloud Service
- Oracle MICROS Simphony Cloud Service, Business Intelligence Interface
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Labor Management Interface Cloud Service
- Each User has entitlement to:
  - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Enterprise Configuration Environment, Single-Tenant Edition

Usage Limits

The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

- Oracle MICROS Simphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Simphony Transaction Services Cloud Service, Single-Tenant Edition
- Oracle MICROS Simphony Kitchen Display Cloud Service, Single-Tenant Edition
- Oracle MICROS Simphony Education Interface Cloud Service
- Oracle MICROS Simphony Gaming Interface Cloud Service
- Oracle MICROS Simphony Table Management Interface Cloud Service
- Oracle MICROS Reporting and Analytics Interface Cloud Service
- Oracle MICROS Reporting and Analytics Database Access Cloud Service
- Oracle MICROS Payment Cloud Service

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Configuration Environment, Single-Tenant Edition it was downloaded from

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details

- 13 months of Daily & Fixed Period Totals
- 13 months of Fiscal Transaction Data
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony, Single-Tenant Edition

Part #: B92678 – Per POS Client

Users of the Oracle MICROS Simphony Cloud Service, Single-Tenant Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Transaction Services Cloud Service, Single-Tenant Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each Workstation has entitlement to:
  - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
  - *Oracle MICROS Simphony Point of Sale Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
  - *Oracle MICROS Simphony Transaction Services* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
  - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to:
  - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Cloud Service, Single-Tenant Edition requires You to first purchase and maintain the Oracle MICROS Simphony Environment Cloud Service, Single-Tenant Edition (base service).

Usage Limits

The *Oracle MICROS Simphony Point of Sale Client*, *Oracle MICROS Simphony ServiceHost,* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order

The *Oracle MICROS Simphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices

The Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
    - *Oracle MICROS Simphony Point of Sale Client*
    - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition
    - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Cloud Service, Single-Tenant Edition, for Android

Part #: B96197 – Per POS Client

Users of the Oracle MICROS Simphony Cloud Service, Single-Tenant Edition, for Android are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Transaction Services Cloud Service, Single-Tenant Edition, restricted to enabling integration with the GloriaFood online ordering system

Each Workstation has entitlement to:
- Oracle MICROS Client Application Loader Client downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Simphony Point of Sale Client downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Simphony Transaction Services downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Simphony ServiceHost downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MySQL Database downloaded from the
- Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition

Each Physical Location has entitlement to:
- Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Cloud Service, Single Tenant Edition, for Android requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Single Tenant Edition (base service).

Usage Limits

This Oracle Cloud Service is subject to the usage limits listed in the service description for the Oracle MICROS Simphony, Single-Tenant Edition and to the following:
- A maximum number of POS Clients as stated on Your order.
- This Oracle Cloud Service is only for use on Android devices.

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals

- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
  - o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;
  - o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Transaction Services, Single-Tenant Edition

Part #: B92679 – Per Revenue Center

Users of Oracle MICROS Simphony Enterprise Transaction Services Cloud Service, Single-Tenant Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MICROS Labor Management Cloud Service
- Each Workstation has entitlement to:
    - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
    - *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
    - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
    - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
    - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to the
    - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Transaction Services Cloud Service requires You to first purchase and maintain the Oracle MICROS Simphony Single-Tenant Environment Cloud Service (base service).

Usage Limits

The *Oracle MICROS Simphony Transaction Services Client, Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of Transaction Services Clients or Revenue Centers as specified in Your order

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
    - *Oracle MICROS Transaction Services Client*
    - *Oracle MICROS ServiceHost*

- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition:
  - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration Environment	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
    - o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;
    - o Oracle is not responsible for functionality loss or service degradation arising from the Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Kitchen Display, Single-Tenant Edition

Part #: B92680 – Per Kitchen Display Client

Users of Oracle MICROS Simphony Kitchen Display Cloud Service are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment
- Each Kitchen Display Client has entitlement to:
    - *Oracle MICROS Simphony Kitchen Display System Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
    - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
    - *Oracle MICROS Simphony QSR Automations Interface* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
- Each Physical Location has entitlement to:
    - *Oracle MICROS Simphony Kitchen Display System Controller Service* downloaded from the Simphony Cloud Configuration Environment
    - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
    - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment

The Oracle MICROS Simphony Kitchen Display Cloud Service requires You to first purchase and maintain the Oracle MICROS Simphony Environment Cloud Service (base service).

Usage Limits

The *Oracle MICROS Simphony Kitchen Display System Client* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order
- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment it was downloaded from

The *Oracle MICROS Simphony ServiceHost* and *Oracle MICROS Simphony Kitchen Display Controller Service* are subject to usage limits based on:

- They may only connect to the Oracle MICROS Simphony Cloud Configuration Environment it was downloaded from

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
    - *Oracle MICROS Kitchen Display System Controller*
    - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration Environment	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Reporting and Analytics Database Access

Part #: B92465 – per POS Client

Users of Oracle MICROS Reporting and Analytics Database Access Cloud Service are authorized to access the following modules and features:

- Read-only access to select business data sets from the Reporting and Analytics database
- LAN-to-LAN connection designed for the encrypted transmission of data between the Oracle Cloud Service and Your facilities

The Oracle MICROS Reporting and Analytics Database Access Cloud Service requires You to first purchase and maintain the following base service:

- Oracle MICROS Simphony Cloud Service, Single-Tenant Edition

Usage Limits

The Oracle Hospitality Reporting and Analytics Database Access Cloud Service is subject to usage limits based on:

- a maximum of one secure connection

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Reporting and Analytics Database Access	24 hours	15 minutes	99.5%

Depending on the activity level in Oracle MICROS Reporting and Analytics Database Access Cloud Service the performance of Oracle Hospitality Reporting and Analytics Advanced Cloud Service may be impacted.

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and *Global Business Unit Cloud Services Pillar Document* which may be viewed at www.oracle.com/contracts.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS SIMPHONY, ENTERPRISE EDITION

Oracle MICROS Simphony Cloud Service, Enterprise Edition

Part #: B92452 – per POS Client

Users of Oracle MICROS Simphony Cloud Service, Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Enterprise Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
  - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Each Workstation has entitlement to:
  - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MICROS Simphony Point of Sale Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
  - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits

The Oracle MICROS Simphony Enterprise Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

  - Oracle MICROS Simphony Transaction Services Cloud Service, Enterprise Edition
  - Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Enterprise Edition
  - Oracle MICROS Simphony Kitchen Display System Cloud Service
  - Oracle MICROS Simphony Configuration Data Interface Cloud Service
  - Oracle MICROS Simphony Education Interface Cloud Service
  - Oracle MICROS Simphony Gaming Interface Cloud Service
  - Oracle MICROS Simphony Table Management Interface Cloud Service
  - Oracle MICROS Reporting and Analytics Interface Cloud Service
  - Oracle MICROS Payment Cloud Service

       o   Oracle MICROS Simphony Cloud Service, Business Intelligence Interface

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition it was downloaded from

The *Oracle MICROS Simphony Point of Sale Client* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- They may not be more than 2 minor releases older than the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Oracle MICROS Simphony Credit Card Interface must be purchased separately

The *Oracle MICROS Simphony ServiceHost* is subject to usage limits based on:

- It may not be more than 2 minor releases older than the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition

The Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately
- Oracle MICROS Reporting and Analytics Interface Cloud Service

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
    - o   *Oracle MICROS Simphony Point of Sale Client*
    - o   *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition
    - o   *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

   o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

   o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services")

document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Transaction Services, Enterprise Edition

Part #: B92453 – per Transaction Services Client

      B92454 – per Revenue Center

Users of Oracle MICROS Simphony Transaction Services Cloud Service, Enterprise Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Each User has entitlement to:
  - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
  - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Transaction Services Cloud Service, Enterprise Edition requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service).

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle MICROS Simphony Configuration Data Interface must be purchased separately

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition it was downloaded from

The *Oracle MICROS Simphony Transaction Services Client*, *Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- They may not be more than 2 minor releases older than the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition

The Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order

- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
- Oracle MICROS Transaction Services Client
- Oracle MICROS ServiceHost
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition:
- *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention:

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Guest Facing Transaction Services, Enterprise Edition

Part #: B92455 – per Revenue Center

Users of Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Enterprise Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Each User has entitlement to:
  - o *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Each Workstation has entitlement to:
  - o *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - o *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - o *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - o *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
  - o *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
  - o *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Enterprise Edition requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service).

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Simphony Configuration Data Interface must be purchased separately

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Enterprise configuration environment it was downloaded from

The *Oracle MICROS Simphony Transaction Services Client*, *Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Interfaced solutions must be intended for guest use
- They may not be more than 2 minor releases older than the Oracle MICROS Simphony Enterprise configuration environment

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

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Transaction Services Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition:
  - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

.

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS SIMPHONY, PLUS EDITION

Oracle MICROS Simphony, Plus Edition

Part #: B92456 – per POS Client

Users of Oracle MICROS Simphony Cloud Service, Plus Edition are authorized to access the following modules and features:

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Plus Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
  - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
  - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - *Oracle MICROS Simphony Point of Sale Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
  - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- The following add-on services are not included with this Oracle Cloud Service and may be purchased separately:
  - Oracle MICROS Simphony Transaction Services Cloud Service
  - Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service
  - Oracle MICROS Simphony Credit Card Interface Cloud Service
  - Oracle MICROS Simphony Kitchen Display System Cloud Service
  - Oracle MICROS Simphony Configuration Data Interface Cloud Service
  - Oracle MICROS Simphony Education Interface Cloud Service
  - Oracle MICROS Simphony Gaming Interface Cloud Service
  - Oracle MICROS Simphony Table Management Interface Cloud Service
  - Oracle MICROS Payment Cloud Service
  - Oracle MICROS Simphony Cloud Service, Business Intelligence Interface

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition it was downloaded from

The *Oracle MICROS Simphony Point of Sale Client* is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- It must be upgraded to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade
- Oracle MICROS Simphony Credit Card Interface must be purchased separately
- Only Oracle approved credit card interfaces may be used
- Only one credit card interface is allowed per Physical Location

The *Oracle MICROS Simphony ServiceHost* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- They must be upgraded to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade

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

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately
- Oracle MICROS Reporting and Analytics Interface Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Simphony Point of Sale Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition
  - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Transaction Services, Plus Edition

Part #: B92457– per Transaction Services Client

B92458 – per Revenue Center

Users of Oracle MICROS Simphony Transaction Services, Plus Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Each User has entitlement to:
    o *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
    o *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
    o *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
    o *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
    o *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
    o *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
    o *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Transaction Services Cloud Service, Plus Edition requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Plus Edition (base service).

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle MICROS Simphony Configuration Data Interface must be purchased separately

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition it was downloaded from

The *Oracle MICROS Simphony Transaction Services Client*, *Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- They must be upgraded to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade

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

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order

- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Transaction Services Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition:
  - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Guest Facing Transaction Services, Plus Edition

Part #: B92459 – Per Revenue Center

Users of Oracle MICROS Simphony Guest Facing Transaction Services, Plus Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Each User has entitlement to:
  - o *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
  - o *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - o *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - o *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - o *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
  - o *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
  - o *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Plus Edition requires You to purchase and maintain the Oracle MICROS Simphony Cloud Service, Plus Edition (base service) first.

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Simphony Configuration Data Interface must be purchased separately

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition it was downloaded from

The *Oracle MICROS Simphony Transaction Services Client*, *Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Interfaced solutions must be intended for guest use
- They must be upgraded to the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade

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

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service must be purchased separately
- Oracle MICROS Reporting and Analytics Interface Cloud Service must be purchased separately

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Transaction Services Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

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

- The host server may have a maximum capacity of 2 sockets
- Only the following applications use the Oracle Database Standard Edition:
  - *Oracle MICROS ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Plus Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS SIMPHONY, ESSENTIALS EDITION

Oracle MICROS Simphony, Essentials Edition

Part #: B92673 – Per POS Client

Users of Oracle MICROS Simphony Cloud Service, Essentials Edition are authorized to access the following modules and features:

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Oracle MICROS Simphony Configuration Data Interface
- Oracle MICROS Simphony Credit Card Interface
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Transaction Services Cloud Service, Essentials Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
  - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Each Workstation has entitlement to:
  - *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  - *Oracle MICROS Simphony Point of Sale Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  - *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  - *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition

Usage Limits

The Oracle MICROS Simphony Cloud Service, Essentials Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order

The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

  - Oracle MICROS Simphony Transaction Services Cloud Service, Essentials Edition
  - Oracle MICROS Simphony Kitchen Display Cloud Service, Essentials Edition
  - Oracle MICROS Payment Cloud Service
  - Oracle MICROS Simphony Cloud Service, Business Intelligence Interface

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Configuration Environment, Essentials Edition it was downloaded from

The *Oracle MICROS Simphony Point of Sale Client*, *Oracle MICROS Client Application Loader Client*, and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- A maximum of 5 POS Clients per Physical Location

The *Oracle MICROS Simphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices

The Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service is not available
- Oracle MICROS Inventory Management Cloud Service is not available
- Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition is not available
- Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition is not available
- Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition is not available

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Simphony Point of Sale Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:
- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

  o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

  o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address

the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud, Oracle Food and Beverage Cloud, and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Transaction Services, Essentials Edition

Part #: B92674 – Per Revenue Center

Users of Oracle MICROS Simphony Transaction Services Cloud Service, Essentials Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Oracle MICROS Simphony Configuration Data Interface
- Oracle MICROS Reporting and Analytics Advanced Cloud Service
- Oracle MICROS Labor Management Cloud Service
- Each User has entitlement to:
  o *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Each Workstation has entitlement to:
  o *Oracle MICROS Client Application Loader Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  o *Oracle MICROS Simphony Transaction Services Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  o *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  o *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
  o *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition

The Oracle MICROS Simphony Transaction Services Cloud Service, Essentials Edition requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Essentials Edition (base service).

Usage Limits

The Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order

The *Oracle MICROS Simphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle MICROS Simphony Enterprise Cloud Configuration Environment, Essentials Edition it was downloaded from

The *Oracle MICROS Simphony Transaction Services Client*, *Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order

The Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order
- Oracle MICROS Forecasting and Budget Cloud Service is not available
- Oracle MICROS Inventory Management Cloud Service is not available
- Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition is not available

- Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition is not available
- Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition is not available

The Oracle MICROS Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
  - *Oracle MICROS Transaction Services Client*
  - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Kitchen Display, Essentials Edition

Part #: B92681 – Per Kitchen Display Client

Users of Oracle MICROS Simphony Kitchen Display Cloud Service, Essentials Edition are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Each Kitchen Display Client has entitlement to:
    - o *Oracle MICROS Simphony Kitchen Display System Client* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
    - o *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
- Each Physical Location has entitlement to:
    - o *Oracle MICROS Simphony Kitchen Display System Controller Service* downloaded from the Simphony Cloud Configuration Environment, Essentials Edition
    - o *Oracle MICROS Simphony ServiceHost* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition
    - o *Oracle MySQL Database* downloaded from the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition

The Oracle MICROS Simphony Kitchen Display Cloud Service, Essentials Edition requires You to first purchase and maintain the Oracle MICROS Simphony Cloud Service, Essentials Edition (base service).

Usage Limits

The *Oracle MICROS Simphony Kitchen Display System Client* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order
- It may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition it was downloaded from

The *Oracle MICROS Simphony ServiceHost* and *Oracle MICROS Simphony Kitchen Display Controller Service* are subject to usage limits based on:

- They may only connect to the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition it was downloaded from

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
    - o *Oracle MICROS Kitchen Display System Controller*
    - o *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS SIMPHONY ENTERPRISE AND PLUS ADD-ONS

Oracle MICROS Simphony Cloud Service, for Android

Part #: B96198 – per POS Client

Users of Oracle MICROS Simphony Cloud Service, for Android are authorized to access the following modules and features:
- Oracle MICROS Simphony Cloud Configuration Environment, Android Client
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Simphony Guest Facing Transaction Services Cloud Service, Android Client, restricted to enabling integration with the GloriaFood online ordering system

Each Workstation has entitlement to:
- Oracle MICROS Client Application Loader Client downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
- Oracle MICROS Simphony Point of Sale Client downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
- Oracle MICROS Simphony ServiceHost downloaded from the Oracle MICROS Simphony Cloud Configuration Environment
- Oracle MySQL Database downloaded from the Oracle MICROS Simphony Cloud Configuration Environment

Each Physical Location has entitlement to:
- Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud

The Oracle MICROS Simphony Cloud Service, for Android requires You to first purchase and maintain one of the following base services:
- Oracle MICROS Simphony Cloud Service, Enterprise Edition
- Oracle MICROS Simphony Cloud Service, Plus Edition
- Oracle MICROS Simphony Cloud Service, Essentials Edition

Usage Limits

This Oracle Cloud Service is subject to the usage limits in the service description for the applicable base Cloud Service and to the following:
- A maximum number of POS Clients as specified in Your order.
- This Oracle Cloud Service is only for use on Android devices.

Data Retention

The standard data retention allowance for the Oracle MICROS Simphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data

- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

  o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

  o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Credit Card Interface

Part #: B92460 – per POS Client

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

- Oracle MICROS Simphony cloud configuration environment
- Oracle MICROS Simphony Credit Card Interface
- Oracle MICROS Simphony Guest Facing Transaction Services
    - Each POS Client has entitlement to:
    - *Oracle MICROS Simphony Credit Card Interface* downloaded from the Simphony configuration environment
    - *Oracle MICROS Simphony Transaction Services Client* downloaded from the Simphony configuration environment

The Oracle MICROS Simphony Credit Card Interface requires You to first purchase and maintain either Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service) or Oracle MICROS Simphony Cloud Service, Plus Edition (base service).

The number of Oracle MICROS Credit Card Interface Cloud Services must equal the number POS Clients within the Physical Location.

Usage Limits

The *Oracle MICROS Simphony Credit Card Interface* is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order
- Only Oracle approved credit card interfaces may be used

The *Oracle MICROS Simphony Transaction Services Client, Oracle MICROS Client Application Loader Client,* and *Oracle MICROS Simphony ServiceHost* are subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order
- They may only be used to apply payments processed by third party systems (for example, pay at the table)
- They must be the same version as the Oracle MICROS Simphony Credit Card Interface

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
    - *Oracle MICROS Transaction Services Client*
    - *Oracle MICROS ServiceHost*
- Direct integrations to 3rd party systems are not permitted

Oracle Cloud Policies and Pillar Documentation

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

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Kitchen Display Services

Part #: B92461 – per Kitchen Display Client

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

- The Oracle MICROS Simphony configuration environment
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Each Kitchen Display Client has entitlement to:
  - *Oracle MICROS Simphony Kitchen Display System Client* downloaded from the Oracle MICROS Simphony configuration environment
  - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle MICROS Simphony configuration environment
  - *Oracle MICROS Simphony QSR Automations Interface* downloaded from the Oracle MICROS Simphony configuration environment
- Each Physical Location has entitlement to:
  - *Oracle MICROS Simphony Kitchen Display System Controller Service* downloaded from the Simphony configuration environment
  - *Oracle MICROS Simphony ServiceHost* downloaded from the Simphony configuration environment
  - *Oracle MySQL Database* downloaded from the Simphony configuration environment

The Oracle MICROS Simphony Kitchen Display Services Cloud Service requires You to first purchase and maintain either Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service) or Oracle MICROS Simphony Cloud Service, Plus Edition (base service).

Usage Limits

The *Oracle MICROS Simphony Kitchen Display System Client* and *Oracle MICROS Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order
- It must be the same version as the *Oracle MICROS Simphony POS* or *Oracle MICROS Simphony Transaction Services* clients in the Physical Location
- It may only connect to the Oracle MICROS Simphony configuration environment it was downloaded from

The *Oracle MICROS Simphony ServiceHost* and *Oracle MICROS Simphony Kitchen Display Controller Service* are subject to usage limits based on:

- They must be on the same version as the *Oracle MICROS Simphony POS* or *Oracle MICROS Simphony Transaction Services* clients in the Physical Location
- They may only connect to the Oracle MICROS Simphony configuration environment it was downloaded from

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
- Oracle MICROS Kitchen Display System Controller
- Oracle MICROS ServiceHost
- Direct integrations to 3rd party systems are not permitted

Data Retention

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

- 3 months of Transaction Details

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Configuration	24 hours	15 minutes	99.5%
Oracle MICROS Reporting and Analytics Advanced	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

    o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

    o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Configuration Data Interface Cloud Service

Part #: B92462 – per Physical Location

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

- Oracle MICROS Simphony Configuration Data Interface Cloud Service

The Oracle MICROS Simphony Configuration Data Interface Cloud Service requires You to first purchase and maintain either Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service) or Oracle MICROS Simphony Cloud Service, Plus Edition (base service).

Usage Limits

The Oracle MICROS Simphony Configuration Data Interface Cloud Service is subject to usage limits based on:

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Configuration Data Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
  - o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;
  - o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS ENTERPRISE BACK OFFICE

Oracle MICROS Reporting and Analytics, Advanced Edition

Part #: B92464 – Per POS Client

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

- Oracle MICROS Reporting and Analytics Advanced Cloud Service
- Each User has entitlement to:
    - *Oracle MICROS iQuery Plugin* downloaded from Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Each Physical Location has entitlement to:
    - *Oracle MICROS Remote Transfer Agent (RTA)* downloaded from Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

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

- a maximum number of POS Clients as specified in Your order
- The following services are not included with this Oracle Cloud Service and must be purchased separately:

    - Oracle MICROS Forecasting and Budget Cloud Service
    - Oracle MICROS Labor Management Cloud Service
    - Oracle MICROS Inventory Management Cloud Service
    - Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition
    - Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Reporting and Analytics, Standard Edition

Part #: B92463 – Per Physical Location

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

- Oracle MICROS Reporting and Analytics Cloud Service, Standard Edition
- Each User has entitlement to:
  - o *Oracle MICROS iQuery Plugin* downloaded from Oracle MICROS Reporting and Analytics, Standard Edition
  - o Each Physical Location has entitlement to:
  - o *Oracle MICROS Remote Transfer Agent (RTA)* downloaded from Oracle MICROS Reporting and Analytics, Standard Edition

Usage Limits

The Oracle MICROS Reporting and Analytics Cloud Service, Standard Edition is subject to usage limits based on:

- a maximum number of Physical Locations specified in Your order
- a maximum of 9 POS Clients per Physical location
- Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition must be purchased separately

Data Retention

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Standard Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Reporting and Analytics, Standard Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Simphony Cloud Service, Business Intelligence Interface

Part #: B93159 – Per Physical Location

Users of Oracle MICROS Simphony Cloud Service, Business Intelligence Interface (known as "BIAPI") are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Service, Business Intelligence Interface

The Oracle MICROS Simphony Cloud Service, Business Intelligence Interface requires You to first purchase and maintain one of the following:

- Oracle MICROS Simphony Cloud Service, Enterprise Edition (base service)
- Oracle MICROS Simphony Cloud Service, Pus Edition (base service)
- Oracle MICROS Simphony Cloud Service, Essentials Edition (base service)
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition

Data Retention

The standard data retention allowance for the Oracle MICROS Reporting and Analytics Cloud Service, Standard Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Cloud Service, Business Intelligence Interface	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services")

document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Forecasting and Budget

Part #: B92466 – per POS Client

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

- Oracle MICROS Reporting and Analytics Advanced – Forecasting Module
- Oracle MICROS Reporting and Analytics Advanced – Budget Module

The Oracle MICROS Forecasting and Budget Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Simphony Cloud Service, Enterprise Edition
- Oracle MICROS Simphony Cloud Service, Plus Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle MICROS Forecasting and Budget Cloud Service is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Forecasting and Budget	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Labor Management

Part #: B92468 – per POS Client

Users of Oracle MICROS Labor Management are authorized to access the following modules and features:

- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition
- Oracle MICROS Labor Management Cloud Service
- Each Physical Location has entitlement to:
    - *Oracle MICROS Timeclock Application (TCA)* downloaded from Oracle MICROS Labor Management

The Oracle MICROS Labor Management Cloud Service requires You to first purchase and maintain the Oracle MICROS Reporting and Analytics Advanced Cloud Service (base service).

Usage Limits

Oracle Hospitality Labor Management is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order.
- Oracle MICROS Labor Management Interface Cloud Service must be purchased separately

Data Retention

The standard data retention allowance for the Oracle MICROS Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Labor Management Interface

Part # B92469 – per Physical Location

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

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

The Oracle MICROS Labor Management Interface Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Simphony Cloud Service, Enterprise Edition
- Oracle MICROS Simphony Cloud Service, Plus Edition
- Oracle MICROS Simphony Cloud Service, Essentials Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle Hospitality Labor Management Interface is subject to usage limits based on:

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Hospitality Labor Management Interface Cloud Service	24 Hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services")

document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Inventory Management

Part #: B92467 – per POS Client

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

- Oracle MICROS Inventory Management Cloud Service
- Each User has entitlement to:
  - *Oracle MICROS Inventory Management Client Application* downloaded from the Oracle Software Delivery Cloud

The Oracle MICROS Inventory Management Cloud Service requires You to first purchase and maintain the Oracle MICROS Reporting and Analytics Advanced Cloud Service (base service).

Usage Limits

Oracle Hospitality Inventory Management is subject to usage limits based on:

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

Data Retention

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

- 3 months of Inventory Transaction Details
- 13 months of Inventory Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Inventory Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Gift and Loyalty, Advanced Edition

Part #: B92471 – per POS Client

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

- Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition

The Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service, Enterprise Edition
- Oracle MICROS Simphony Cloud Service, Plus Edition
- Oracle MICROS Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order
- Oracle MICROS Segmentation and Exports Cloud Service must be purchased separately

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Hospitality Gift and Loyalty, Advanced Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Gift and Loyalty, Standard Edition

Part #: B92470 – per Physical Location

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

- Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition

The Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition requires You to first purchase and maintain either the Oracle MICROS Reporting and Analytics Cloud Service, Standard Edition (base service) or Oracle MICROS Simphony Cloud Service, Plus Edition (base service).

Usage Limits

The Oracle MICROS Gift and Loyalty Cloud Service, Standard Edition is subject to usage limits based on:

- a maximum number of Physical Locations as specified in Your order, and
- a maximum of 9 POS Clients per Physical location.
- a maximum of one basic gift program
- a maximum of one basic loyalty program
- No advanced gift programs
- No advanced loyalty programs
- Oracle MICROS Segmentation and Exports Cloud Service is not available

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Gift and Loyalty, Standard Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Gift and Loyalty, Sports and Entertainment Edition

Part #: B92472 – per POS Client

Users of Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition are authorized to access the following modules and features:

- Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition

Usage Limits

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

- a maximum number of POS Clients as specified in Your order
- Sports and Entertainment Market
- Oracle MICROS Segmentation and Exports Cloud Service must be purchased separately

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Hospitality Gift and Loyalty, Sports and Entertainment Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Segmentation and Exports

Part #: B92473 – per POS Client

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

- Gift and Loyalty Market Segmentation and Exports Module

The Oracle MICROS Segmentation and Exports Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Gift and Loyalty Cloud Service, Advanced Edition
- Oracle MICROS Gift and Loyalty Cloud Service, Sports and Entertainment Edition

Usage Limits

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Segmentation and Exports	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS ADDITIONAL STORAGE

Oracle MICROS Additional Transaction Storage, to total 2 years

Part #: B92569 – Per Physical Location

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 2 years enables the Oracle MICROS Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 13 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 24 months of Daily and Fixed Period Totals

This cloud service extends the Oracle MICROS Inventory Management Cloud Service data retention allowance as follows:

- 13 months of Inventory Transaction Details
- 24 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle MICROS Gift and Loyalty Cloud Service data retention allowance as follows:

- 13 months of Gift and Loyalty Details
- 24 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle MICROS Additional Transaction Storage, to total 2 years requires You to first purchase and maintain one of the following cloud services:

- Oracle MICROS Simphony Cloud Service (base service)
- Oracle MICROS Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 2 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address

the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Transaction Storage, to total 3 years

Part #: B92570 – Per Physical Location

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 3 years enables the Oracle MICROS Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 24 months of Transaction Details
- 24 months of Fiscal Transaction Data
- 36 months of Daily & Fixed Period Totals

This cloud service extends the Oracle MICROS Inventory Management Cloud Service data retention allowance as follows:

- 24 months of Inventory Transaction Details
- 36 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle MICROS Gift and Loyalty Cloud Service data retention allowance as follows:

- 24 months of Gift and Loyalty Details
- 36 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle MICROS Additional Transaction Storage, to total 3 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service (base service)
- Oracle MICROS Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 3 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Transaction Storage, to total 4 years

Part #: B92571 – Per Physical Location

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 4 years enables the Oracle MICROS Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 36 months of Transaction Details
- 36 months of Fiscal Transaction Data
- 48 months of Daily & Fixed Period Totals

This cloud service extends the Oracle MICROS Inventory Management Cloud Service data retention allowance as follows:

- 36 months of Inventory Transaction Details
- 48 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle MICROS Gift and Loyalty Cloud Service data retention allowance as follows:

- 36 months of Gift and Loyalty Details
- 48 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle MICROS Additional Transaction Storage, to total 4 years requires You to purchase and maintain one of the following cloud services first:

- Oracle MICROS Simphony Cloud Service (base service)
- Oracle MICROS Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle MICROS Additional Transaction Storage Cloud Service, to total 4 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Journal Storage, to total 2 years

Part #: B92572 – Per Physical Location

The Oracle MICROS Additional Journal Storage Cloud Service, to total 2 years enables the Oracle MICROS Reporting and Analytics Cloud Service and Oracle MICROS Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 24 months of Transaction Journal Records
- 24 months of Fiscal Transaction Data

This cloud service extends the Oracle MICROS Labor Management Cloud Service data retention allowance as follows:

- 24 months of Time Cards

The Oracle MICROS Additional Journal Storage, to total 2 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service
- Oracle MICROS Reporting and Analytics Cloud Service

Usage Limits

The Oracle MICROS Additional Journal Storage Cloud Service, to total 2 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address

the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Journal Storage, to total 3 years

Part #: B92573 – Per Physical Location

The Oracle MICROS Additional Journal Storage Cloud Service, to total 3 years enables the Oracle MICROS Reporting and Analytics Cloud Service and Oracle MICROS Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 36 months of Transaction Journal Records
- 36 months of Fiscal Transaction Data

This cloud service extends the Oracle MICROS Labor Management Cloud Service data retention allowance as follows:

- 36 months of Time Cards

The Oracle MICROS Additional Journal Storage, to total 3 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service
- Oracle MICROS Reporting and Analytics Cloud Service

Usage Limits

The Oracle MICROS Additional Journal Storage Cloud Service, to total 3 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Journal Storage, to total 4 years

Part #: B92574 – Per Physical Location

The Oracle MICROS Additional Journal Storage Cloud Service, to total 4 years enables the Oracle MICROS Reporting and Analytics Cloud Service and Oracle MICROS Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 48 months of Transaction Journal Records
- 48 months of Fiscal Transaction Data

This cloud service extends the Oracle MICROS Labor Management Cloud Service data retention allowance as follows:

- 48 months of Time Cards

The Oracle MICROS Additional Journal Storage, to total 4 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service
- Oracle MICROS Reporting and Analytics Cloud Service

Usage Limits

The Oracle MICROS Additional Journal Storage Cloud Service, to total 4 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Journal Storage, to total 7 years

Part #: B92575 – Per Physical Location

The Oracle MICROS Additional Journal Storage Cloud Service, to total 7 years enables the Oracle MICROS Reporting and Analytics Cloud Service and Oracle MICROS Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 84 months of Transaction Journal Records
- 84 months of Fiscal Transaction Data

This cloud service extends the Oracle MICROS Labor Management Cloud Service data retention allowance as follows:

- 84 months of Time Cards

The Oracle MICROS Additional Journal Storage, to total 7 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service
- Oracle MICROS Reporting and Analytics Cloud Service

Usage Limits

The Oracle MICROS Additional Journal Storage Cloud Service, to total 7 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

Oracle MICROS Additional Journal Storage, to total 10 years

Part #: B92576 – Per Physical Location

The Oracle MICROS Additional Journal Storage Cloud Service, to total 10 years enables the Oracle MICROS Reporting and Analytics Cloud Service and Oracle MICROS Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle MICROS Reporting and Analytics Cloud Service data retention allowance as follows:

- 120 months of Transaction Journal Records
- 120 months of Fiscal Transaction Data

This cloud service extends the Oracle MICROS Labor Management Cloud Service data retention allowance as follows:

- 120 months of Time Cards

The Oracle MICROS Additional Journal Storage, to total 10 years requires You to first purchase and maintain one of the following base services:

- Oracle MICROS Simphony Cloud Service
- Oracle MICROS Reporting and Analytics Cloud Service

Usage Limits

The Oracle MICROS Additional Journal Storage Cloud Service, to total 10 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).

ORACLE MICROS SIMPHONY PARTNER INTERFACES

Oracle MICROS Simphony Education Interface Cloud Service

Part # B92264 – Per Physical Location

Users of Oracle MICROS Simphony Education Interface Cloud Service have access to the following modules and features:

- Oracle MICROS Simphony Education Interface Cloud Service

Usage Limits

The Oracle MICROS Simphony Education Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, the Oracle MICROS Simphony Education Interface Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Education Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle MICROS Simphony Gaming Interface Cloud Service

Part # B92265 – Per Physical Location

Users of Oracle MICROS Simphony Gaming Interface Cloud Service have access to the following modules and features:

- Oracle MICROS Simphony Gaming Interface Cloud Service

Usage Limits

The Oracle MICROS Simphony Gaming Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Gaming Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle MICROS Simphony Table Management Interface Cloud Service

Part # B92266 – Per Physical Location

Users of Oracle MICROS Simphony Table Management Interface Cloud Service have access to the following modules and features:

- Oracle MICROS Simphony Table Management Interface Cloud Service

Usage Limits

The Oracle MICROS Simphony Table Management Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Table Management Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle MICROS Reporting and Analytics Interface Cloud Service

Part # B92267 – Per Physical Location

Users of Oracle MICROS Reporting and Analytics Interface Cloud Service have access to the following modules and features:

- Oracle MICROS Simphony Reporting and Analytics Interface Cloud Service

Usage Limits

The Oracle MICROS Simphony Reporting & Analytics Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle MICROS Simphony Reporting & Analytics Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE MICROS SIMPHONY, NON-PRODUCTION ENVIRONMENTS

Oracle MICROS Simphony, Esssentials Edition, Non-Production Environment (For OPN Partners Only)

Part #: B92949 - per Instance

The Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as demonstrating product functionality, validating integrations, trialing new features, and reviewing new configuration options.

All Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environments (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service period of 12 months
- A maximum total of three (3) Instances

You are required to be an active Oracle Partner Network member to use this Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only).

The Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) will be upgraded at a date and time communicated by Oracle.

Users of the Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment
- Oracle MICROS Simphony Configuration Data Interface
- Oracle MICROS Reporting and Analytics Advanced Cloud Service
- Oracle MICROS Labor Management Cloud Service
- Oracle MICROS Labor Management – Employee Interface
- Oracle MICROS Labor Management – Scheduling Interface
- All Oracle MICROS Simphony Point of Sale, Essentials Edition modules, features, and interfaces
- Each User has entitlement to:
    - *Oracle MICROS Simphony Enterprise Management Console* downloaded from the Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment
- Each Workstation has entitlement to the following software, downloaded from the Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment:
    - *Oracle MICROS Client Application Loader Client*
    - *Oracle MICROS Simphony Point of Sale Client*
    - *Oracle MICROS Simphony Kitchen Display Client*
    - *Oracle MICROS Simphony Service Host*
    - *Oracle MySQL Database*
    - *Oracle Linux for MICROS* updates and upgrades

Usage Limits

The Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) is subject to usage limits based on:

- A maximum number of Instances as specified in Your order
- A maximum of 5 Point of Sale Clients, 5 Kitchen Display Clients, 5 Locations, and 5 Transaction Services Clients per Instance

- You may upload up to 2 GB of content that may be displayed on as many Point of Sale Client pages as You would like.
- This Oracle Cloud Service may not store, transmit, or process any payment card data subject to PCI-DSS.
- Only Oracle approved credit card interfaces are allowed

The *Oracle MICROS Simphony Enterprise Management Console* is subject to the following usage restrictions:

- It may only connect to the Oracle MICROS Simphony Cloud Service, Essential Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment from which it was downloaded.
- It must be the same version as the Oracle MICROS Simphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment

The *Oracle Linux for MICROS* updates and upgrades are subject to the following limitations:

- *The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS*

Data Retention

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

- 5 weeks of Transaction Details
- 5 week of Daily & Fixed period Totals
- 5 weeks of Fiscal Transaction Data
- 5 weeks of Transaction Journal Records

Third Party Services and Third Party Content

The Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of your agreement govern access and use of Third party Services. Content uploaded into this Oracle Cloud Service may be made publically available.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

  o Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service;

  o Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.

- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications, and orders. The Oracle Payment Card Industry Compliance Services ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

The PCI Compliance Services supplement the Oracle Hospitality Cloud and Oracle Retail Cloud Security Practices and are described in the PCI Compliance Services document available at http://support.oracle.com using the following path: Search Knowledge Base > 870963.5 (Software as a Service (SaaS) Documentation).