

Oracle Food and Beverage Cloud Services

Hospitality Cloud Service Descriptions and Metrics



Effective Date: 14-July-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	5
10,000 Transactions	5
Kitchen Display Client	5
Physical Location	5
Pin Entry Device	5
POS Client	5
Revenue Center	5
VPN Connection	5
Workstation	5
GLOSSARY	6
Device	6
Guest	6
Menu Content	6
Organization	6
ORACLE FOOD & BEVERAGE CLOUD SERVICES – SERVICE DESCRIPTIONS	7
ORACLE HOSPITALITY SIMPHONY PREMIUM	7
Oracle Hospitality Symphony Premium Cloud Service – Per POS Client	7
Oracle Hospitality Symphony Premium Transaction Services Cloud Service	9
Oracle Hospitality Symphony Premium Guest Facing Transaction Services Cloud Service – Per Revenue Center	11
ORACLE HOSPITALITY SIMPHONY STANDARD	13
Oracle Hospitality Symphony Standard Cloud Service – Per POS Client	13
Oracle Hospitality Symphony Standard Transaction Services Cloud Services	15
Oracle Hospitality Symphony Standard Guest Facing Transaction Services Cloud Service – Per Revenue Center	17
ORACLE HOSPITALITY SIMPHONY ADD-ONS	19
Oracle Hospitality Symphony Credit Card Interface Cloud Service – Per POS Client	19
Oracle Hospitality Symphony Kitchen Display Services Cloud Service – Per Kitchen Display Client	21
Oracle Hospitality Symphony Configuration Data Interface Cloud Services – Physical Location	22
Oracle Hospitality Symphony Engagement Cloud Service – Per POS Client	23
ORACLE HOSPITALITY SIMPHONY, NON-PRODUCTION ENVIRONMENTS	24
Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment	24
Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment	27
Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only)	30
ORACLE HOSPITALITY ENTERPRISE BACK OFFICE	33
Oracle Hospitality Reporting and Analytics Advanced Cloud Service – Per POS Client	33

Oracle Hospitality Reporting and Analytics Standard Cloud Service – Per Physical Location	35
Oracle Hospitality Reporting and Analytics Database Access Cloud Service – Per POS Client	36
Oracle Hospitality Forecasting and Budget Cloud Service – Per POS Client	37
Oracle Hospitality Inventory Management Cloud Service – Per POS Client	38
Oracle Hospitality Labor Management Cloud Service – Per POS Client	39
Oracle Hospitality Labor Management Interface Cloud Service – Physical Location	40
Oracle Hospitality Gift and Loyalty Advanced Cloud Service – Per POS Client	41
Oracle Hospitality Gift and Loyalty Standard Cloud Service – Per Physical Location	42
Oracle Hospitality Sports and Entertainment Gift and Loyalty Advanced Cloud Service – Per POS Client	43
Oracle Hospitality Segmentation and Exports Cloud Service – Per POS Client	44
Oracle Hospitality Additional Storage Cloud Service – Per POS Client	45
ORACLE HOSPITALITY WEB PRESENCE	47
Oracle Hospitality eCommerce Integration Cloud Service – Per Revenue Center	47
ORACLE HOSPITALITY CLOUD VPN	49
Oracle Hospitality Cloud VPN Cloud Service – Per VPN Connection	49
ORACLE PAYMENT GATEWAY	50
Oracle Payment Gateway Base Cloud Service – Per Physical Location	50
Oracle Payment Gateway Device Cloud Service – Per PIN Entry Device	51
Oracle Payment Gateway Lite Transaction Cloud Service (< 50,000 Transactions Per Year) – Per 10,000 Transactions	52
Oracle Payment Gateway Standard Transaction Cloud Service (50,000 – 150,000 Transactions Per Year) – Per 10,000 Transactions	53
Oracle Payment Gateway Premium Transaction Cloud Service (> 150,000 Transactions Per Year) – Per 10,000 Transactions	54
Oracle Payment Gateway Unlimited Transaction Cloud Service – Per PIN Entry Device	55
RETIRED SKUS	56
Oracle Hospitality Online Ordering Cloud Service – Per Revenue Center	56
Oracle Hospitality Website Cloud Service – Per Revenue Center	56
Oracle Hospitality Online Ordering and Website Cloud Service – Per Revenue Center	57
Oracle Hospitality Symphony Fiscal Interface Cloud Service – Per POS Client	58
Oracle Hospitality Reporting and Analytics Monthly Aggregation Reports Cloud Service – Per POS Client	59
ORACLE HOSPITALITY SIMPHONY WORKSTATION – RETIRED SKUS	60
Oracle Hospitality Symphony Premium Workstation 620 Register Cloud Service – Per POS Client	60
Oracle Hospitality Symphony Standard Workstation 620 Register Cloud Service – Per POS Client	61
Oracle Hospitality Symphony Premium Workstation 610 Pre-Check Cloud Service – Per POS Client	62
Oracle Hospitality Symphony Standard Workstation 610 Pre-Check Cloud Service – Per POS Client	62

ORACLE HOSPITALITY ADVANCED SCIENCE – RETIRED SKUS	63
Oracle Hospitality Menu Recommendations Cloud Service – Per POS Client	63
Oracle Hospitality Adaptive Forecasts Cloud Service – Per POS Client	65
Additional Non-Production Environment for Oracle Hospitality Advanced Science Cloud Service – Per Instance	66
ORACLE HOSPITALITY LOSS PREVENTION – RETIRED SKUS	67
Oracle Hospitality XBRi Loss Prevention Cloud Service – Per POS Client	67
ORACLE HOSPITALITY SIMPHONY FIRST EDITION – RETIRED SKUS	67
Oracle Hospitality Symphony First Edition Cloud Service – Per POS Client	67
Oracle Hospitality Symphony First Edition Credit Card Interfaces Cloud Service – Per POS Client	69
Oracle Hospitality Symphony First Edition Kitchen Display Services Cloud Service – Per Kitchen Display Client	70
Oracle Hospitality Symphony First Edition Transaction Services Cloud Service – Per Transaction Services Client	70
Oracle Hospitality Symphony First Edition Transaction Services Cloud Service – Per Revenue Center	72
Oracle Hospitality Symphony First Edition Guest Facing Transaction Services Cloud Service – Per Revenue Center	73
Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service – Per POS Client	74

METRIC DEFINITIONS

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

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.

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

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

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

Transaction Services Client is defined as a device 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 Symphony 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)

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

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

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 Symphony 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 Symphony 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 Symphony 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 HOSPITALITY SIMPHONY PREMIUM

Oracle Hospitality Symphony Premium Cloud Service – Per POS Client

Part #: B81480

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

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Symphony Point of Sale
- Oracle Hospitality Symphony Engagement
- Each Physical Location has entitlement to the Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud
- Each POS Client has entitlement to *Oracle Linux for MICROS* updates downloaded from Oracle Hospitality Symphony Premium Cloud Service

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

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

The following usage limits apply to Symphony Engagement:

- You may upload up to 2 GB of content that may be displayed on as many pages as You would like.
 - The use of identical content on multiple pages does not decrease available storage.

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

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

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 this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Premium 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 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.

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 and Pillar Documentation, 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 Hospitality Symphony Premium Transaction Services Cloud Service

Part #: B81485 – Per Transaction Services Client

B83737 – Per Revenue Center

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

- Symphony Premium Transaction Services Client

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Premium Transaction Services 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.

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

Part #: B83738

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

- Symphony Premium Transaction Services

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Premium Guest Facing Transaction Services 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.

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ORACLE HOSPITALITY SIMPHONY STANDARD

Oracle Hospitality Symphony Standard Cloud Service – Per POS Client

Part # B84711

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

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Symphony Point of Sale
- Oracle Hospitality Symphony Engagement
- Each Physical Location has entitlement to the Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud.
- Each POS Client has entitlement to *Oracle Linux for MICROS* updates downloaded from Oracle Hospitality Symphony Standard Cloud Service

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

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- The following service limits apply:
 - Only Oracle Hospitality approved credit card interfaces are allowed
 - Only one credit card interface is allowed per Property.
 - Customizations of the production environment are not allowed
 - Production upgrades are scheduled by Oracle
 - Property upgrades must occur within one week of the production upgrade
 - A maximum of 3 custom Reporting and Analytics exports are allowed
 - An export may run no more than 3 times per Physical Location per day

The following usage limits apply to Symphony Engagement:

- You may upload up to 2 GB of content that may be displayed on as many pages as You would like.
 - The use of identical content on multiple pages does not decrease available storage.

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

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

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 this Oracle Cloud Service is as follows:

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Standard 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 and Third Party Content

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Service Specific Variations

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Oracle Hospitality Symphony Standard Transaction Services Cloud Services

Part #: B90422 – Per Transaction Services Client

B90423 – Per Revenue Center

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

- Symphony Standard Transaction Services Client

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Standard Transaction Services 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.

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

Part #: B90424 – per Revenue Center

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

- Symphony Standard Transaction Services

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Standard Guest Facing Transaction Services 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.

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

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ORACLE HOSPITALITY SIMPHONY ADD-ONS

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

Part #: B81483

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

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

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

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

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

- 13 months of credit card batch reporting

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Credit Card Interfaces 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 and Third Party Content

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Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud Policies and Pillar Documentation, 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 Hospitality Symphony Kitchen Display Services Cloud Service – Per Kitchen Display Client

Part #: B81484

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

- Symphony Kitchen Display System

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Kitchen Display Services 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.

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Oracle Hospitality Symphony Configuration Data Interface Cloud Services – Physical Location

Part # B87077

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

- Oracle Hospitality Symphony Configuration Data Interface Cloud Service

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony 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 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.

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 Hospitality Symphony Engagement Cloud Service – Per POS Client

Part #: B81481

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

- Symphony Engagement Feature

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

- a maximum number of POS Clients as defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- You may upload up to 2 GB of content that may be displayed on as many pages as You would like.
 - The use of identical content on multiple pages does not decrease available storage.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Engagement 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.

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 HOSPITALITY SIMPHONY, NON-PRODUCTION ENVIRONMENTS

Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment

Part #: B91451 - per Instance

The Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment is designed for non-production activities such as validating integrations, trialing new features, and reviewing new configuration options.

The maintenance or upgrade schedule for this service is independent of any production environments of the Oracle Hospitality Symphony Premium Cloud Service, Oracle MICROS Symphony Cloud Service, Single-Tenant Edition, or Oracle MICROS Symphony Cloud Service, Enterprise Edition.

The Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment will be upgraded to a specified version at your request.

All Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environments are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- A Service Period end date occurring no later than the Service Period end date specified in Your order for the pre-requisite Oracle Hospitality Symphony Premium Cloud Service
- A maximum total of three (3) Instances

To use this Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment, you are required to first purchase and maintain one of the following, subject to the restrictions directly above:

- Oracle Hospitality Symphony Premium Cloud Service
- Oracle MICROS Symphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Symphony Cloud Service, Enterprise Edition

Users of the Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment are authorized to access the following modules and features:

- Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment cloud configuration environment
- Oracle Hospitality Symphony Configuration Data Interface
- All Symphony Point of Sale modules, features, and interfaces
- Each User has entitlement to:
 - *Oracle Hospitality Symphony Enterprise Management Console* downloaded from the Oracle Hospitality Symphony Premium Cloud Service configuration environment
- Each Workstation has entitlement to:
 - *Oracle Hospitality Client Application Loader Client* downloaded from the Oracle Hospitality Symphony Premium Cloud Service configuration environment
 - *Oracle Hospitality Symphony Point of Sale Client* downloaded from the Oracle Hospitality Symphony Premium Cloud Service configuration environment
 - *Oracle Hospitality Symphony ServiceHost* downloaded from the Oracle Hospitality Symphony Premium Cloud Service configuration environment

- *Oracle MySQL Database* downloaded from the Oracle Hospitality Symphony Premium Cloud Service configuration environment
- *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Hospitality Symphony Premium configuration environment
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits: The Oracle Hospitality Symphony Premium Cloud Service, Non-Production Environment is subject to the following usage restrictions:

- a maximum number of Instances as defined in Your order.
- 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.
- Your Oracle Hospitality Symphony Premium Cloud Service configuration database may be restored into this non-production instance no more than 4 times annually.
- The following are not available for this instance:
 - Oracle Hospitality Reporting & Analytics Advanced or Oracle Hospitality Reporting & Analytics Standard, Oracle Hospitality Labor Management, Oracle Hospitality Gift & Loyalty, and Oracle Hospitality Inventory Management
- The RTO, RPO and Target Service Availability Level do not apply.

The *Oracle Hospitality Symphony Enterprise Management Console* is subject to the following usage restrictions:

- It may only connect to the Oracle Hospitality Symphony Premium configuration environment from which it was downloaded.
- It must be the same version as the Oracle Hospitality Symphony Premium configuration environment.

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

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

The *Oracle Database Standard Edition 2* is subject to the following usage restrictions:

- The host server may have a maximum of 2 sockets.
- Only the Check and Posting Service and associated Point of Sale services may use it.
- 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 this Oracle Cloud Service is as follows:

- No transaction data

- 2 GB of engagement feature content storage
 - **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.

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.

Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment

Part #: B91450 - per Instance

The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment is designed for non-production activities such as validating integrations, trialing new features, and reviewing new configuration options.

The maintenance or upgrade schedule for this service is independent of any of the following production environments:

- Oracle Hospitality Symphony Standard Cloud Service
- Oracle Hospitality Symphony Premium Cloud Service
- Oracle MICROS Symphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Symphony Cloud Service, Enterprise Edition
- Oracle MICROS Symphony Cloud Service, Plus Edition

The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment will be upgraded at a date & time communicated by Oracle.

All Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environments are subject to the following contracting restrictions:

- A minimum Service Period of 12 months
- A Service Period end date occurring no later than the Service Period end date specified in the Oracle Cloud Ordering Document for the pre-requisite Oracle Hospitality Symphony Standard or Premium Cloud Service
- A maximum total of three (3) Instances

To use this Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment, you are required to first purchase and maintain one of the following cloud services, subject to the restrictions above:

- Oracle Hospitality Symphony Standard Cloud Service
- Oracle Hospitality Symphony Premium Cloud Service
- Oracle MICROS Symphony Cloud Service, Single-Tenant Edition
- Oracle MICROS Symphony Cloud Service, Enterprise Edition
- Oracle MICROS Symphony Cloud Service, Plus Edition

Users of the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment are authorized to access the following modules and features:

- Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment cloud configuration environment
- Oracle Hospitality Symphony Configuration Data Interface
- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Labor Management – Employee Interface
- Oracle Hospitality Labor Management – Scheduling Interface
- All Symphony Point of Sale modules, features, and interfaces
- Each User has entitlement to:

- *Oracle Hospitality Symphony Enterprise Management Console* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
- Each Workstation has entitlement to the following:
 - *Oracle Hospitality Client Application Loader Client* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
 - *Oracle Hospitality Symphony Point of Sale Client* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
 - *Oracle Hospitality Symphony ServiceHost* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
 - *Oracle MySQL Database* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment
- Each Physical Location has entitlement:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits: The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment is subject to the following usage restrictions:

- A maximum number of Instances as defined 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 RTO, RPO and Target Service Availability Level do not apply.

The *Oracle Hospitality Symphony Enterprise Management Console* is subject to the following usage restrictions:

- It may only connect to the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment it was downloaded.
- It must be the same version as the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment configuration environment.

The *Oracle Database Standard Edition 2* is subject to the following usage restrictions:

- The host server may have a maximum of 2 sockets.
- Only the Check and Posting Service and associated Point of Sale services may use it.

- 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 during the Service Period for this Oracle Cloud Service is as follows:

- 5 weeks of Transaction Details
- 5 weeks 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.

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.

Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only)

Part #: B91452 - per Instance

The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) is designed for non-production activities such as validating integrations, trialing new features, and reviewing new configuration options.

The maintenance or upgrade schedule for this service is independent of any production environments of Oracle Hospitality Symphony Standard Cloud Service or Oracle Hospitality Symphony Premium Cloud Service. The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) will be upgraded at a date & time communicated by Oracle.

All Oracle Hospitality Symphony Standard Cloud Service, 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 Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only),

Users of the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) are authorized to access the following modules and features:

- Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) cloud configuration environment
- Oracle Hospitality Symphony Configuration Data Interface
- Oracle Hospitality Reporting and Analytics Advanced Cloud Service
- Oracle Hospitality Labor Management Cloud Service
- Oracle Hospitality Labor Management – Employee Interface
- Oracle Hospitality Labor Management – Scheduling Interface
- All Symphony Point of Sale modules, features, and interfaces
- Each User has entitlement to:
 - *Oracle Hospitality Symphony Enterprise Management Console* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment
- Each Workstation has entitlement to:
 - *Oracle Hospitality Client Application Loader Client* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment
 - *Oracle Hospitality Symphony Point of Sale Client* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment
 - *Oracle Hospitality Symphony Service Host* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment

- *Oracle MySQL Database* downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment
- *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits: The Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) is subject to usage limits based on:

- A maximum number of Instances as defined 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 RTO, RPO and Target Service Availability Level do not apply.

The *Oracle Hospitality Symphony Enterprise Management Console* is subject to the following usage restrictions:

- It may only connect to the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment from which it was downloaded.
- It must be the same version as the Oracle Hospitality Symphony Standard Cloud Service, Non-Production Environment (For OPN Partners Only) configuration environment

The *Oracle Database Standard Edition 2* is subject to the following usage restrictions:

- The host server may have a maximum of 2 sockets.
- Only the Check and Posting Service and associated Point of Sale services may use it.
- 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 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.

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.

ORACLE HOSPITALITY ENTERPRISE BACK OFFICE

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

Part #: B81489

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

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

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

- iQuery
- Self-Service Reports
- Full System Administration

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

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

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

- 36 months of data

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Reporting and Analytics Advanced 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.

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 Hospitality Reporting and Analytics Standard Cloud Service – Per Physical Location

Part #: B81488

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

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

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

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

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

- 36 months of data

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Reporting and Analytics Standard 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.

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 Hospitality Reporting and Analytics Database Access Cloud Service – Per POS Client

Part #: B91348

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

- Read-only access to select business data sets such as sales data 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

This Cloud Service is available in a dedicated environment only. A Non-Production environment is not included with this Cloud Service. In order to use this Oracle Cloud Services, You must first purchase one of the following Cloud Services:

- Oracle Hospitality Symphony Premium Cloud Services
- Oracle Hospitality Reporting and Analytics Advanced Cloud Service

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 Cloud Policies, 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 Reporting and Analytics Database Access Cloud Service	24 hours	15 minutes	99.5%

Depending on the activity level in Oracle Hospitality 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 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.

Oracle Hospitality Forecasting and Budget Cloud Service – Per POS Client

Part #: B81490

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

- Forecasting Module
- Budget Module

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

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

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

- 36 months of data

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Forecasting and Budget 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.

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 Hospitality Inventory Management Cloud Service – Per POS Client

Part #: B81492

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

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

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Inventory Management 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.

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 Hospitality Labor Management Cloud Service – Per POS Client

Part #: B81493

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

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

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 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.

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 Hospitality Labor Management Interface Cloud Service – Physical Location

Part # B86465

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

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

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

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

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

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

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

- Does not apply

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 OBJECT	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Hospitality Labor Management Integration 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.

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.

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

Part #: B81487

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 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.

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 Hospitality Gift and Loyalty Standard Cloud Service – Per Physical Location

Part #: B81486

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Standard 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.

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

Part #: B83741

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Sports and Entertainment Gift and Loyalty Advanced 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.

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 Hospitality Segmentation and Exports Cloud Service – Per POS Client

Part #: B81491

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

- Gift and Loyalty Market Segmentation Module
- ExactTarget Interface

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

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

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

- 36 months of data

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Market Segmentation 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.

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 Hospitality Additional Storage Cloud Service – Per POS Client

Part #: B81494

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

- Oracle Hospitality Reporting and Analytics Advanced Cloud Service

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

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Additional Storage Cloud Service	24 hours	2 hours	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 and Pillar Documentation, 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 HOSPITALITY WEB PRESENCE

Oracle Hospitality eCommerce Integration Cloud Service – Per Revenue Center

Part #: B81496

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 eCommerce Integration Cloud Service	24 hours	2 hours	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 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.

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 and Pillar Documentation, 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 HOSPITALITY CLOUD VPN

Oracle Hospitality Cloud VPN Cloud Service – Per VPN Connection

Part #: B81501

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

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

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

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

Service Availability:

The Cloud Service has the following Target Service Availability Level:

CLOUD SERVICE	TARGET SERVICE AVAILABILITY LEVEL
Oracle Hospitality Cloud VPN Cloud Service	99.5%

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 PAYMENT GATEWAY

Oracle Payment Gateway Base Cloud Service – Per Physical Location

Part # B83697

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

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

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

- a maximum number of Physical Locations as defined in Your order.

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

- 13 months of credit card batch reporting

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (GB)	FILE STORAGE (GB)
Physical Locations	You may upload up to 2GB of reporting data daily.	2GB

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

Oracle Payment Gateway Device Cloud Service – Per PIN Entry Device

Part # B83700

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

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

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

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

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (MB)	FILE STORAGE (MB)
PIN Entry Devices	N\A	N\A

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

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

Part # B83701

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

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

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

- a maximum number of 10,000 Transactions as defined in Your order.

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (MB)	FILE STORAGE (MB)
10,000 Transactions	N\A	N\A

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

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

Part # B83702

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

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

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

- a maximum number of 10,000 Transactions as defined in Your order.

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (MB)	FILE STORAGE (MB)
10,000 Transactions	N\A	N\A

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

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

Part # B83703

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

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

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

- a maximum number of 10,000 Transactions as defined in Your order.

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (MB)	FILE STORAGE (MB)
10,000 Transactions	N\A	N\A

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

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

Part # B84047

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

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

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

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

The following usage limits apply to this Oracle Cloud Service:

LICENSED METRIC	DATABASE STORAGE (MB)	FILE STORAGE (MB)
PIN Entry Devices	N\A	N\A

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the applicable base 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.

RETIRED SKUS

Oracle Hospitality Online Ordering Cloud Service – Per Revenue Center

Retired Part #: B81497

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

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

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

- a maximum number of Revenue Centers defined in Your order.
- Oracle will provision a Services Environment for this Oracle Cloud Service.
- One brand is configured per Cloud Service ordered.
- Custom template skins are not included (requires a separate purchase of professional services)

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Online Ordering Cloud Service	24 hours	2 hours	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.

Oracle Hospitality Website Cloud Service – Per Revenue Center

Retired Part #: B81498

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

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

- Product icons available in the asset library

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Website Cloud Service	24 hours	2 hours	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

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 Hospitality Online Ordering and Website Cloud Service – Per Revenue Center

Retired Part #: B81499

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Online Ordering and Website Cloud Service	24 hours	2 hours	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

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 Hospitality Symphony Fiscal Interface Cloud Service – Per POS Client

Retired Part #: B83739

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

- Symphony Fiscal Interface

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony Fiscal Interfaces 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.

Oracle Cloud Policies

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

Retired Part #: B83740

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

- Oracle Hospitality Reporting and Analytics Monthly Aggregation Reporting

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

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

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

- 36 months of Transaction Detail and Summary records.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Additional Storage Cloud Service	24 hours	2 hours	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

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 HOSPITALITY SIMPHONY WORKSTATION – RETIRED SKUS

Oracle Hospitality Symphony Premium Workstation 620 Register Cloud Service – Per POS Client

Retired Part #: B91148

Oracle Hospitality Symphony Premium Workstation 620 Register Cloud Service enables Symphony to be deployed and consumed at Your location. Oracle will provision a Services Environment for this Oracle Cloud Service and will supply the Oracle hardware and software required for the Oracle Hospitality Symphony Workstation Cloud Service.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle Hospitality Symphony Workstation Cloud Service.

Users of the Oracle Hospitality Symphony Premium Workstation 620 Pre-Check Cloud Service are authorized to use and access the following products, modules and features:

- Workstation 620 Register
- Oracle Hospitality Symphony Premium Cloud Service
- Oracle Hospitality Symphony Credit Card Interface Cloud Service

Usage Limits: The Oracle Hospitality Symphony Premium Workstation 620 Register Cloud Service is subject to usage limits based on:

- Maximum number of POS Clients as defined in Your order.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided in the service descriptions for the Oracle Hospitality Symphony Premium Cloud Service and Oracle Hospitality Symphony Credit Card Interfaces Cloud Service.

Oracle will remotely manage your Oracle Hospitality Symphony Workstation Cloud Service using bidirectional Internet connectivity over a secure virtual private network. Oracle provides a secure gateway to establish this bidirectional virtual private network. Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Oracle Cloud Policies

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 Hospitality Symphony Standard Workstation 620 Register Cloud Service – Per POS Client

Retired Part #: B91146

Oracle Hospitality Symphony Standard Workstation 620 Register Cloud Service enables Symphony to be deployed and consumed at Your location. Oracle will provision a Services Environment and will supply the Oracle hardware and software required for the Oracle Cloud Service.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle Fusion Cloud at Customer service.

Users of the Oracle Hospitality Symphony Standard Workstation 620 Register Cloud Service are authorized to use and access the following products, modules and features:

- Workstation 620 Register
- Oracle Hospitality Symphony Standard Cloud Service
- Oracle Hospitality Symphony Credit Card Interface Cloud Service

Usage Limits: The Oracle Hospitality Symphony Standard Workstation 620 Register Cloud Service is subject to usage limits based on:

- Maximum number of POS Clients as defined in your order.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided in the service descriptions for Oracle Hospitality Symphony Standard Cloud Service and Oracle Hospitality Symphony Credit Card Interfaces Cloud Service.

Oracle will remotely manage your Oracle Hospitality Symphony Workstation Cloud Service using bidirectional Internet connectivity over a secure virtual private network. Oracle provides a secure gateway to establish this bidirectional virtual private network. Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Oracle Cloud Policies

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 Hospitality Symphony Premium Workstation 610 Pre-Check Cloud Service – Per POS Client

Retired Part #: B91147

Oracle Hospitality Symphony Premium Workstation 610 Pre-Check Cloud Service enables Symphony to be deployed and consumed at Your location. Oracle will provision a Services Environment and will supply the Oracle hardware and software required for the Oracle Cloud Service.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle Fusion Cloud at Customer service.

Users of the Oracle Hospitality Symphony Premium Workstation 610 Pre-Check Cloud Service are authorized to use and access the following products, modules and features:

- Workstation 610 Pre-Check
- Oracle Hospitality Symphony Premium Cloud Service
- Oracle Hospitality Symphony Credit Card Interface Cloud Service

Usage Limits: The Oracle Hospitality Symphony Premium Workstation 610 Pre-Check Cloud Service is subject to usage limits based on:

- Maximum number of POS Clients as defined in your order.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided in the service descriptions for Symphony Premium Cloud Service and Oracle Hospitality Symphony Credit Card Interfaces Cloud Service shall apply.

Oracle will remotely manage your Oracle Hospitality Symphony Workstation Cloud Service using bidirectional Internet connectivity over a secure virtual private network. Oracle provides a secure gateway to establish this bidirectional virtual private network. Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Oracle Cloud Policies

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 Hospitality Symphony Standard Workstation 610 Pre-Check Cloud Service – Per POS Client

Retired Part #: B91146

Oracle Hospitality Symphony Standard Workstation 610 Pre-Check Cloud Service enables Symphony to be deployed and consumed at Your location. Oracle will provision a Services Environment and will supply the Oracle hardware and software required for the Oracle Cloud Service.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the

hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle Fusion Cloud at Customer service.

Users of the Oracle Hospitality Symphony Standard Workstation 610 Pre-Check Cloud Service are authorized to use and access the following products, modules and features:

- Workstation 610 Pre-Check
- Oracle Hospitality Symphony Standard Cloud Service
- Oracle Hospitality Symphony Credit Card Interface Cloud Service

Usage Limits: The Oracle Hospitality Symphony Standard Workstation 610 Pre-Check Cloud Service is subject to usage limits based on:

- Maximum number of POS Clients as defined in your order.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, the Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided in the service descriptions for the Oracle Hospitality Symphony Standard Cloud Service and Oracle Hospitality Symphony Credit Card Interfaces Cloud Service shall apply.

Oracle will remotely manage your Oracle Hospitality Symphony Workstation Cloud Service using bidirectional Internet connectivity over a secure virtual private network. Oracle provides a secure gateway to establish this bidirectional virtual private network. Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Oracle Cloud Policies

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 HOSPITALITY ADVANCED SCIENCE – RETIRED SKUS

Oracle Hospitality Menu Recommendations Cloud Service – Per POS Client

Retired Part # B83300

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

- Menu Recommendations Cloud Service

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

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

POS CLIENTS	DATABASE STORAGE	FILE STORAGE
300-2,999	900GB	100 GB
3,000 – 20,000	2.1TB	100 GB

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

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

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

- 2 years of aggregated sales data.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
14 Days	24 Hours	97.0%

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.

Restrictions on Use

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

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

Oracle Cloud Policies

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

Oracle Hospitality Adaptive Forecasts Cloud Service – Per POS Client

Retired Part # B833001

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

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

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

POS CLIENTS	DATABASE STORAGE	FILE STORAGE
300-2,999	900GB	100 GB
3,000 – 20,000	2.1TB	100 GB

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

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

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

- 2 years of aggregated sales data.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
14 Days	24 Hours	97.0%

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.

Restrictions on Use

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

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

Oracle Cloud Policies

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

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

Retired Part # B83302

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

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

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 HOSPITALITY LOSS PREVENTION – RETIRED SKUS

Oracle Hospitality XBRi Loss Prevention Cloud Service – Per POS Client

Retired Part #: B81495

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

- Loss Prevention

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

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

DATABASE STORAGE (MB)	FILE STORAGE (MB)	BANDWIDTH
N/A	N/A	1 MBPS

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

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

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 HOSPITALITY SIMPHONY FIRST EDITION – RETIRED SKUS

Oracle Hospitality Symphony First Edition Cloud Service – Per POS Client

Retired Part #: B81482

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

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

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition 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.

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 and Pillar Documentation, 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 Hospitality Symphony First Edition Credit Card Interfaces Cloud Service – Per POS Client

Retired Part #: B83731

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

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

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

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

DATABASE STORAGE (MB)	FILE STORAGE (MB)	BANDWIDTH
N/A	N/A	N/A

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

- 13 months of credit card batch reporting.

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition Credit Card Interfaces 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.

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

Retired Part #: B83732

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

- Symphony First Edition Kitchen Display System

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition Kitchen Display Services 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.

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

Retired Part #: B83733

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

- Symphony Transaction Services Client

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition Transaction Services 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.

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 and Pillar Documentation, 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 Hospitality Symphony First Edition Transaction Services Cloud Service – Per Revenue Center

Retired Part #: B83734

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

- Symphony First Edition Transaction Services

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

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

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition Transaction Services 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.

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 and Pillar Documentation, 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 Hospitality Symphony First Edition Guest Facing Transaction Services Cloud Service – Per Revenue Center

Retired Part #: B83735

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

- Symphony Transaction Services

Usage Limits

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

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

Data Retention

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 Symphony First Edition Transaction Services 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.

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 and Pillar Documentation, 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 Hospitality Symphony First Edition Fiscal Interface Cloud Service – Per POS Client

Retired Part #: B83736

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

- Symphony First Edition Fiscal Interface

Usage Limits

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

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

Data Retention

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

- 36 months of Transaction Detail and Summary records

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, 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 LEVE
Oracle Hospitality Symphony First Edition Fiscal Interface Cloud Service	24 hours	15 minutes	99.5%

The following service specific variations take precedence over any contrary terms in Oracle Cloud Policies and Pillar Documentation, Service Specifications and Orders. The Oracle Payment Card Industry Compliance Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services.

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

Oracle Cloud Policies 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.