



Oracle Health Sciences **Site Select, Site Activate, and Site Analyze** **Cloud Services** Service Descriptions and Metrics

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METRIC DEFINITIONS

Instance

“Instance” is defined as single deployment of the application. For details of deployment specific to the application, please refer to these service descriptions/entitlements.

Monthly Active Users

“Monthly Active Users” is defined as the number of unique users using the Cloud Service during each calendar month.

Site per Trial – Pooled Capacity

“Site per Trial” is defined as a single location from which the system will be accessed for each individual clinical trial, including investigator sites, Your location, or the location of any third party (whether an organization or an individual) with whom You have a contract to participate in conducting the clinical trial. One unique Site that is associated with two clinical trials will constitute two Sites.

“Site per Trial – Pooled Capacity” means the quantity of Sites purchased will be made available as a pool of Sites which may be used during the term of the Services Period. Each Site used is deducted from the available pool of Sites. A Site per Trial is **“used”** when it reaches a status of ‘In activation’ or ‘IP Released’ for a Trial in the Cloud Service. Sites which are set to ‘Dropped’ status within 30 days of reaching ‘In activation’ status will no longer be considered **“used”** and will be added back into the pool of available Sites. Any unused Sites expire at the end of the Services Period and do not carry over to subsequent Services Periods.

Transaction – Pooled Capacity

For the purposes of Oracle Health Sciences Site Select Advanced Digital Signature and Oracle Health Sciences Site Activate Advanced Digital Signature, a **“Transaction”** is defined as each time an Electronic Document, or collection of related Electronic Documents up to 10 MB or 100 pages are sent to a Recipient through the Service. **“Electronic Document”** means any electronic information that You send for electronic signature from the Service. **“Recipient”** means a person or entity that receives an Electronic Document through the Service, including without limitation an approver or signer, by being copied on a Transaction, or otherwise.

“Transaction – Pooled Capacity” means the quantity of Transactions purchased will be made available as a pool of Transactions which may be used during the term of the Services Period. Each Transaction used is deducted from the available pool of Transactions. Any unused Transactions expire at the end of the Services Period and do not carry over to subsequent Services Periods.

Trial

“Trial” is defined as each research project, study, or procedure that is created, modified, or tracked and/or conducted by a sponsor using the Cloud Service. Within the Cloud Services, a Trial may be referred to as a **“Study”**.

For the purposes of Oracle Health Sciences Analyze Insight for Activate Cloud Service, a Trial is any Trial that is created or tracked in the Cloud Service during each consecutive twelve month period (the first such period commencing at the Cloud Services Start Date).

Trial – Pooled Capacity

“Trial – Pooled Capacity” means the quantity of Trials purchased will be made available as a pool of Trials which may be used during the term of the Services Period. Each Trial used is deducted from the available pool of Trials. A Trial is **“used”** when it is created in the Cloud Service. Any unused Trials expire at the end of the Services Period and do not carry over to subsequent Services Periods.

For the purposes of Oracle Health Sciences Site Select Advanced Cloud Service, only a Trial with a status of ‘feasibility’ is considered used and deducted from the pool of Trials.

GLOSSARY

Non-Production Environment

Non-Production Environment may be either a test or development environment provided to You as part of the Cloud Services. The Non-Production Environment(s) are specifically sized and designed for development and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Cloud Service are not applicable to Non-Production Environments. For the purposes of the Oracle Cloud Services described herein, a Non-Production Environment may be referred to as a “sandbox instance.”

Production Environment

Production Environment is defined as an environment provided to You as part of the Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for a Cloud Service. For the purposes of the Oracle Cloud Services described herein, a Production Environment may be referred to as a “production instance” or “production system.”

SERVICE DESCRIPTIONS

Oracle Health Sciences Site Select Advanced Cloud Service – Trial – Pooled Capacity

Part #s:

- B93610 – Oracle Health Sciences Site Select Advanced Cloud Service for CROs
- B93609 – Oracle Health Sciences Site Select Advanced Cloud Service for Sponsors

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Select
- Oracle Health Sciences Site Select Advanced Digital Signature (limited use)

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials - Pooled Capacity defined in Your order
- Oracle Health Sciences Site Select Advanced Digital Signature:
 - If You use the Cloud Service for digitally signing documents, the service includes up to 10,000 digitally signed document Transactions per year with a maximum of 10 MB or 100 pages each. Should You need more, You may purchase the optional service of Oracle Health Sciences Site Select Advanced Digital Signature – Additional Transactions.
 - Regional service limitations apply. You may not use Oracle Health Sciences Site Select Advanced Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Select Advanced or as a stand-alone offering) in mainland China and Russia.

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
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Site Select Advanced Additional Non Production Environment – Instance

Part #: B91095

Modules and Features

This service provides an additional Non-Production Environment for use with the following modules:

- Oracle Health Sciences Site Select

Pre-Requisites

Base Cloud Service: **Oracle Health Sciences Site Select Advanced Cloud Service** (Part #: B93610 – Oracle Health Sciences Site Select Advanced Cloud Service for CROs **or** B93609 – Oracle Health Sciences Site Select Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for the quantity of Instances defined in Your order. 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.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Instances defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

After termination of the Cloud Service, no data will be available for retrieval from this Non-Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the Non-Production Cloud Service to You.

Oracle Health Sciences Site Select Advanced Digital Signature - Additional Transactions – Transaction - Pooled Capacity

Part #: B93614

Modules and Features

This service is provided for the following modules:

- Oracle Health Sciences Site Select

Pre-Requisites

Base Cloud Service: **Oracle Health Sciences Site Select Advanced Cloud Service** (Part #: B93610 – Oracle Health Sciences Site Select Advanced Cloud Service for CROs **or** B93609 – Oracle Health Sciences Site Select Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

This Cloud Service utilizes the environment(s) of the Base Cloud Service.

Usage Limits

The service is subject to usage limits based on:

- The quantity of Transactions - Pooled Capacity defined in Your order
- Regional service limitations apply. You may not use Site Select Advanced Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Select Advanced or as a stand-alone offering) in mainland China and Russia.

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability for this Oracle Cloud Service are provided with the Base Cloud Service.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Your Content for this Cloud Service is included with the Base Cloud Service.

Oracle Health Sciences Analyze for Site Select Advanced Cloud Service – Trial-Pooled Capacity

Part #: B93611

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Analyze

Pre-Requisites

Base Cloud Service: **Oracle Health Sciences Site Select Advanced Cloud Service** (Part #: B93610 – Oracle Health Sciences Site Select Advanced Cloud Service for CROs **or** B93609 – Oracle Health Sciences Site Select Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials - Pooled Capacity 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:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Analyze for Site Select Advanced Cloud Service, Additional Non-Production Environment – Instance

Part #: B93612

Modules and Features

This service provides an additional Non-Production Environment for the following modules:

- Oracle Health Sciences Analyze for Site Select Advanced Cloud Service

Pre-Requisites

Base Cloud Service: Oracle Health Sciences Analyze for Site Select Advanced Cloud Service (Part #: B93611)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for the quantity of Instances defined in Your order. 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.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Instances defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

After Termination of the Cloud Service, no data will be available for retrieval from this Non-

Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the Non-Production Cloud Service to You.

Oracle Health Sciences Site Activate Advanced Cloud Service – Site per Trial – Pooled Capacity

Part #s:

- B93603 – Oracle Health Sciences Site Activate Advanced Cloud Service for CROs
- B93602 – Oracle Health Sciences Site Activate Advanced Cloud Service for Sponsors

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Activate
- Oracle Health Sciences Site Activate Advanced Digital Signature (limited use)
- Oracle Health Sciences Site Activate Advanced Document Annotation (limited use)

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Sites per Trial – Pooled Capacity defined in Your order
- Oracle Health Sciences Site Activate Advanced Digital Signature:
 - If You use the Cloud Service for digitally signing documents, the service includes up to 10,000 digitally signed document Transactions per year with a maximum of 10 MB or 100 pages each. Should You need more, You may purchase the optional service of Oracle Health Sciences Site Activate Advanced Digital Signature – Additional Transactions.
 - Regional service limitations apply. You may not use Oracle Health Sciences Site Activate Advanced Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Activate or as a stand-alone offering) in mainland China and Russia.
- Oracle Health Sciences Site Activate Advanced Document Annotation:
 - If You use the Cloud Service for document annotation, the service includes up to 50 Monthly Active Users and 500 GB total storage per year. Should You need more, You may buy the optional service of Oracle Health Sciences Site Activate Advanced Document Annotation – 250 Monthly Active Users.

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
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Site Activate Advanced Additional Non Production Environment – Instance

Part #: B90931

Modules and Features

This service provides an additional Non-Production Environment for use with the following modules:

- Oracle Health Sciences Site Activate

Pre-Requisites

Base Cloud Service: **Oracle Health Sciences Site Activate Advanced Cloud Service** (Part #: B93603 – Oracle Health Sciences Site Activate Advanced Cloud Service for CROs **or** B93602 – Oracle Health Sciences Site Activate Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for the quantity of Instances defined in Your order. 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 the Base Cloud Service.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Instances defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

After termination of the Cloud Service, no data will be available for retrieval from this Non-Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the Non-Production Cloud Service to You.

Oracle Health Sciences Site Activate Advanced Digital Signature - Additional Transactions – Transaction – Pooled Capacity

Part #: B93608

Modules and Features

This service is provided for the following modules:

- Oracle Health Sciences Site Activate

Pre-Requisites

Base Cloud Service(s): **Oracle Health Sciences Site Activate Cloud Service** (Part #: B93603 – Oracle Health Sciences Site Activate Advanced Cloud Service for CROs **or** B93602 – Oracle Health Sciences Site Activate Advanced Cloud Service for Sponsors

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

This Cloud Service utilizes the environment(s) of the Base Cloud Service.

Usage Limits

The service is subject to usage limits based on:

- The quantity of Transactions - Pooled Capacity defined in Your order

- Regional service limitations apply. You may not use Oracle Health Sciences Site Activate Advanced Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Activate or as a stand-alone offering) in mainland China and Russia.

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability for this Oracle Cloud Service are provided with the Base Cloud Service.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Your Content for this Cloud Service is included with the Base Cloud Service.

Oracle Health Sciences Site Activate Advanced Cloud Service Document Annotation – 250 Monthly Active Users

Part #: B90934

Modules and Features

This service is provided for the following modules:

- Oracle Health Sciences Site Activate

Pre-Requisites

Base Cloud Service: **Oracle Health Sciences Site Activate Advanced Cloud Service** (Part #: B93603 – Oracle Health Sciences Site Activate Advanced Cloud Service for CROs **or** B90930 – Oracle Health Sciences Site Activate Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

This Cloud Service utilizes the environment(s) of the Base Cloud Service.

Usage Limits

The service is subject to usage limits based on:

- The quantity of Monthly Active Users (in increments of 250) defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability for this Oracle Cloud Service are provided with the Base Cloud Service.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Your Content for this Cloud Service is included with the Base Cloud Service.

Oracle Health Sciences Analyze for Site Activate Advanced Cloud Service – Site Per Trial - Pooled Capacity

Part #: B93604

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Analyze for Site Activate

Pre-Requisites

Base Cloud Service(s): **Oracle Health Sciences Site Activate Advanced Cloud Service** (Part #: B93603 – Oracle Health Sciences Site Activate Advanced Cloud Service for CROs **or** B93602 – Oracle Health Sciences Site Activate Advanced Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Sites per Trial – Pooled Capacity 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:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Analyze for Site Activate Advanced Cloud Service, Additional Non Production Environment – Instance

Part #: B93605

Modules and Features

This service provides an additional Non-Production Environment for use with the following modules:

- Oracle Health Sciences Analyze for Site Activate

Pre-Requisites

Base Cloud Service: Oracle Health Sciences Analyze for Site Activate Advanced Cloud Service (Part #: B93604)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for the quantity of Instances defined in Your order. Certain programs and optional services may not be able to run in the Site Analyze Additional Non-Production Environment. The maintenance or upgrade schedule for the Site Analyze Additional Non-Production Environment is the same as the schedule for Your Production Environment.

Usage Limits

The Additional Non-Production Environment is subject to usage limits based on:

- The quantity of Instances defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

After termination of the Cloud Service, no data will be available for retrieval from this Non-Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the Non-Production Cloud Service to You.

Oracle Health Sciences Analyze Insight for Activate Cloud Service – Trial

Part #: B92192

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Analyze Insight for Activate

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in Your order
- You are responsible for meeting any additional requirements for this Cloud Service, as described 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:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies:

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your production data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

RETIRED SERVICES

METRIC DEFINITIONS FOR RETIRED OFFERINGS

Customer

Customer is defined as the customer entity specified on Your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates.

Site per Trial

Site Per Trial is defined as a single location from which the system will be accessed (e.g., an investigator site or a customer location) for each individual clinical trial.

For the purposes of Oracle Health Sciences Site Activate Cloud Services, Site per Trial includes each location that is created, modified, or tracked using the Cloud Service during each consecutive twelve month period (the first such period commencing at the Cloud Services Start Date). One unique Site that is associated with two clinical trials will constitute two Sites.

Trial

Trial is defined as each research project, study, or procedure that is created, modified, or tracked and/or conducted by a sponsor using the Cloud Service.

For the purposes of Oracle Health Sciences Site Select Cloud Services, the total quantity of Trials is measured during each consecutive twelve month period (the first such period commencing at the Cloud Services Start Date).

For the purposes of Oracle Health Sciences Analyze Insight for Activate Cloud Service, a Trial is any Trial that is created or tracked in the Cloud Service during each consecutive twelve month period (the first such period commencing at the Cloud Services Start Date).

SERVICE DESCRIPTIONS FOR RETIRED OFFERINGS

Oracle Health Sciences Site Select Cloud Service – Trial

Part #s:

- B90928 – Oracle Health Sciences Site Select Cloud Service for CROs
- B90927 – Oracle Health Sciences Site Select Cloud Service for Sponsors

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Select
- Oracle Health Sciences Site Activate and Select Digital Signature (limited use)

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Trials defined in Your order
- Oracle Health Sciences Site Activate and Select Digital Signature:
 - If You use the Cloud Service for digitally signing documents, the service includes up to 10,000 digitally signed document Transactions per year with a maximum of 10 MB or 100 pages each. Should You need more, You may purchase the optional service of Oracle Health Sciences Site Activate and Select Digital Signature – Additional Transactions.
 - Regional service limitations apply. You may not use Oracle Health Sciences Site Activate and Select Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Activate or Oracle Health Sciences Site Select or as a stand-alone offering) in mainland China and Russia.

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
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Site Activate Cloud Service – Site per Trial

Part #s:

- B90929 – Oracle Health Sciences Site Activate Cloud Service for CROs

- B90930 – Oracle Health Sciences Site Activate Cloud Service for Sponsors

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Activate
- Oracle Health Sciences Site Activate and Select Digital Signature (limited use)
- Oracle Health Sciences Site Activate Document Annotation (limited use)

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The quantity of Sites per Trial defined in Your order
- Oracle Health Sciences Site Activate and Select Digital Signature:
 - If You use the Cloud Service for digitally signing documents, the service includes up to 10,000 digitally signed document Transactions per year with a maximum of 10 MB or 100 pages each. Should You need more, You may purchase the optional service of Oracle Health Sciences Site Activate and Select Digital Signature – Additional Transactions.
 - Regional service limitations apply. You may not use Oracle Health Sciences Site Activate and Select Digital Signature (including without limitation as a feature of Oracle Health Sciences Site Activate or Oracle Health Sciences Site Select or as a stand-alone offering) in mainland China and Russia.
- Oracle Health Sciences Site Activate Document Annotation:
 - If You use the Cloud Service for document annotation, the service includes up to 50 Monthly Active Users and 500 GB total storage per year. Should You need more, You may buy the optional service of Oracle Health Sciences Site Activate Document Annotation – 250 Monthly Active Users.

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
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Site Analyze Cloud Service – Customer

Part #: B90932

Modules and Features

Users of this Cloud Service are authorized to access the following modules and features:

- Oracle Health Sciences Site Analyze

Pre-Requisites

Base Cloud Service(s): In order to use this Oracle Cloud Service, you must first purchase one or more of the following subscriptions:

- **Oracle Health Sciences Site Select Cloud Service** (Part #: B90928 – Oracle Health Sciences Site Select Cloud Service for CROs **or** B90927 – Oracle Health Sciences Site Select Cloud Service for Sponsors)
- **Oracle Health Sciences Site Activate Cloud Service** (Part #: B90929 – Oracle Health Sciences Site Activate Cloud Service for CROs **or** B90930 – Oracle Health Sciences Site Activate Cloud Service for Sponsors)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

The Cloud Service includes one (1) Production and one (1) Non-Production Environment.

Usage Limits

The Cloud Service is subject to usage limits based on:

- The Cloud Service is limited to use by the customer entity specified on 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:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

Oracle will make Your Content available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will place on Oracle's sFTP site an extract of Your data residing in Your Cloud Services Production Environment, which will be available for the retrieval period stated in the Oracle Cloud Policies.

Oracle Health Sciences Site Analyze Additional Non Production Environment – Instance

Part #: B91096

Modules and Features

This service provides an additional Non-Production Environment for use with the following modules:

- Oracle Health Sciences Site Analyze

Pre-Requisites

Base Cloud Service: Oracle Health Sciences Site Analyze Cloud Service (Part #: B90932)

The Base Cloud Service identified above is a prerequisite for this Cloud Service.

Environments

Oracle will provision one (1) Non-Production Environment for the quantity of Instances defined in Your order. Certain programs and optional services may not be able to run in the Site Analyze Additional Non-Production Environment. The maintenance or upgrade schedule for the Site Analyze Additional Non-Production Environment is the same as the schedule for Your Production Environment.

Usage Limits

The Additional Non-Production Environment is subject to usage limits based on:

- The quantity of Instances as defined in Your order

Disaster Recovery and Service Availability

The Disaster Recovery and Service Availability applicable to Your Production Environment(s), including Target Service Availability Level, are not applicable to the Additional Non-Production Environment.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Global Business Unit Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Retrieval of Your Content from the Cloud Service

After termination of the Cloud Service, no data will be available for retrieval from this Non-Production Cloud Service, and Oracle has no obligation to maintain, transfer, or otherwise provide data from the Non-Production Cloud Service to You.