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GLOSSARY

For purposes of the limitations described herein, the following definitions apply:

ACCOUNT & SERVICE REVIEW FREQUENCY, SERVICE PLAN UPDATE & SERVICE REQUEST REVIEW FREQUENCY, AVAILABILITY PLAN FREQUENCY, and OPERATIONAL REPORTING FREQUENCY are the maximum entitlement for Your use of continual service improvement and governance services as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies.

ADMINISTRATIVE USER: An End User assigned by You to (i) identify the End Users permitted to use certain components of the Managed Cloud Services Environment and, (ii) assign one or more responsibilities to each End User.

APPLICATION ENVIRONMENTS: Maximum number of Production, Test, or Development environments per target application integrated with OIM and IDCS; the Services are not available for Disaster Recovery Environments.

ATTESTATION REPORT: A document, in a format determined by Oracle, that provides evidence that the Services have been implemented and tested per the requirements.

BLOCK STORAGE ALLOCATION: Total GB of storage used as required to operate applications, shared services, and virtual machine database systems with Enterprise Edition Extreme Performance.

BUSINESS TRANSACTION MONITORING (BTM): BTM included with Your initial purchase of the Services. BTM is designed to monitor Your critical business transactions as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies.

CLOUD SERVICE UNITS (CSUs): Oracle Cloud Service Units (CSUs) may be used to obtain the services as described in the Oracle Cloud Service Unit Catalog.

COMPARTMENT: A logical container within Oracle Cloud Infrastructure ("OCI") that organizes and isolates cloud elements, such as network, storage, and compute resources for a specific set of environments.

CRITICAL BUSINESS PROCESSES: Critical business processes across the Identified Oracle Programs and/or integrations which Oracle will monitor, and for which Oracle will manage SRs.

ENHANCED RECOVERY SERVICES: Services designed to recover production data from a primary data center location to a secondary data center location in the event of a Disaster in accordance with the Recovery Time Objective (“RTO”) and Recovery Point Objective (“RPO”).

FASTCONNECT: Network connectivity used for connecting Your network with Oracle Cloud Services.

IDENTIFIED EXTENSIONS: Your pre-existing Extensions identified during the Initiation Phase for which You may submit Standard Extension Service Requests or Complex Extension Service Requests.

INITIATION PHASE: The period at the commencement of the Services during which Oracle and You will perform the defined activities to transfer relevant information.

LOAD BALANCER: Load balancing for automated traffic distribution.

MAINTENANCE CODE RELEASE: Any Release designed to address the manner in which Oracle Programs process data or operate, and neither contains new functionality nor changes the results of processing.
data. Examples of Maintenance Code Releases are Individual Patches, tool updates, tax updates, bug fixes, and maintenance packs. The term Maintenance Code Release specifically excludes any Service Pack or Upgrade.

**OCPU ALLOCATION:** Total number of OCPUs deployed to support compute for applications, shared services, and virtual machine database systems with Enterprise Edition Extreme Performance as required for delivery of the Services.

**TENANCY:** The main structure within Oracle Cloud Infrastructure ("OCI") that contains all of an organization’s resources. Within a tenancy, administrators can create one or more Compartments, create additional users and groups, and assign policies that grant groups the ability to use resources with a Compartment.

**TIER TYPES:** Types of tiers within the Compute Cloud Services environment, of which one or more compute nodes may be deployed for a unique function in the architecture, including, but not limited to: database, private middle, public middle, Oracle Discoverer, Oracle Endeca Commerce, and UPK Content, Knowledge and Development.

**PRIMARY HOURS OF OPERATION:** Your local business hours during which the Services will be provided (in Hours per Day x Days per Week).

**PRODUCTION ASSESSMENT:** A document that is prepared by Oracle prior to Production Go-Live and that contains Oracle’s assessment of the compliance of Customers’ Environment with Oracle Managed Cloud Services standards.

**PRODUCTION ENVIRONMENT:** The instance within the Environment that is specifically set up and configured to support Customer’s use of the Oracle Programs, and used by Customer, for production operations.

**PRODUCTION GO-LIVE:** The date on which Customer first commences use of the Production Environment for production operations (i.e., to process live data).

**PRODUCTION READY STATUS:** A designation given by Oracle to Customer indicating that Customer may commence use of a Production Environment for production operations.

**PRODUCTION SUPPORT ENVIRONMENT:** The TEST and DEMO Environments that are specifically set up and configured in a manner that closely resembles the Production Environment, and that are used, as applicable, to troubleshoot and facilitate Incident resolution, to test changes prior to promotion of such changes to the Production Environment and for demonstration purposes.

**RAC:** Oracle’s Real Application Cluster (RAC) software used within Your Cloud Service database environment.

**RAC NODE:** One Instance of an Oracle Real Application Cluster-enabled database running on one node in a cluster.

**REREESSION TEST SCRIPTS:** Pre-defined test scripts provided by You, not to exceed 25 steps per script, that Oracle will execute to validate that a recent Change has not adversely affected existing functionality.

**REQUEST SYSTEM:** System through which Service Requests for the Services are raised and managed.

**SECURITY ACTIVITIES:** Measures taken by Oracle to protect the confidentiality, integrity, and availability of Your Content.
SERVICE DELIVERY REVIEWS: Meetings conducted with You to review service reports, discuss findings, risks and remediation recommendations, review delivery of the Services, identify any changes in Your business or environment(s) that may impact effectiveness of the Services, and evaluate additional services that may be required to address new threats.

SERVICE LANGUAGE: The language used to perform the Services. Additional language options are available for purchase, if required.

STABILIZATION PERIOD: The Stabilization Period is a ramp period following Changes to a Production Environment, such as (a) initial system implementation or migration, (b) Point Releases and Major Upgrades of application software, (c) introduction of CEMLIs, (d) introduction of Third Party Software, or (d) introduction of additional modules.

VM COMPUTE: VM Compute is a virtual machine (VM) that is an independent computing environment that runs on top of physical bare metal hardware. The virtualization makes it possible to run multiple VMs that are isolated from each other.
ORACLE MANAGED CLOUD SERVICES FOR PLATFORM AS A SERVICE ("PAAS") AND INFRASTRUCTURE AS A SERVICE ("IAAS") - SERVICE DESCRIPTIONS

MCS - Application Systems Administrator

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<th>Service Offering</th>
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<td>N/A</td>
<td>MCS – Application Systems Administrator</td>
</tr>
</tbody>
</table>

A. Description of Services

1. Oracle will assist You with activities associated with Your implementation of Change(s) to Your Services Environment, in accordance with the Managed Services Exhibit, through the installation and/or configuration of: (i) the Oracle Programs, (ii) configurations, extensions, modifications, localizations, or integrations ("CEMLIs") of the Oracle Programs, and (iii) Third Party Software for the following:
   - The initial implementation of the Oracle Programs
   - Subsequent phases of a multi-phase implementation of the Oracle Programs
   - Following Production Go-Live of the Oracle Programs

Specific activities designed to repair or modify existing functionality of Your Services Environment may include application of Maintenance Code Releases, configuration changes, and data fixes as follows:

   a. Work with You to schedule the implementation.
   b. Provide guidance to You on Production Assessment checklists.
   c. Assist You with database and application configurations.
   d. Provide analysis prior to the application of a Maintenance Code Release.
   e. Apply Maintenance Code Releases.
   f. Complete an assessment following the application of a Maintenance Code Release. The assessment will include input from You, Your functional implementation team, and Oracle.
   g. Confirm that one of Your authorized approvers has approved the installation of a Change.
   h. Shut down the Production Support Environment or Non-Production Environment where the Change will be installed prior to executing the Change, as required.
   i. Install Changes into the requested Production Support or Non-Production Environment.
   j. Following installation of a Change, if required, re-start the Production Support Environment or Non-Production Environment where the Change was installed and complete a health check of that environment.
   k. Create, delete, and manage Administrative User accounts for both the application and database, including user creation with default tablespace, temporary tablespace, privileges (system/object), profile, grants, role, and password changes.
l. Perform database space management tasks such as reporting on space utilization, database layout, mapping of Oracle physical files, and fragmenting the free space.
m. Install database components and developer patch sets.

n. Assist You with database object creation tasks, such as the creation of tables, indexes, views, synonyms, packages, procedures, and sequences, based upon Customer’s specific instructions.
o. Startup and shutdown the Third Party Software identified in the Managed Services Exhibit, as applicable and as described in a Third Party Software operations guide provided by You.
p. Assist You with investigation and resolution of issues that arise during implementation.

q. Complete the implementation checklist and the Production Assessment patching checklist.
r. Facilitate an environment configuration review prior to Production Go-Live.
s. Install CEMLIs as per instructions in Your installation documentation.
t. Assist with Post Production Go-Live stabilization activities such as patching and Problem investigation.

B. Your Obligations:

a. Ensure appropriate authorization is obtained prior to submitting a Request for Change to Oracle.
b. Work with Oracle to schedule the implementation.
c. Provide written approval to apply Changes to the Production Support and Non-Production Environments.
d. Execute any functional steps required to complete a Change.
e. Test and validate applied Changes to confirm the outcome and to assess the impact on functionality, CEMLIs, and Third Party Software.
f. Conduct analysis, testing, and resolution of any Issues arising from a Change.
g. Apply required application setup Changes, except for those that require Oracle applications System Administrator or application developer responsibilities.
h. Enable application and user level setups to generate debug, logging, or trace files as needed to facilitate Incident triage and resolution.
i. Create, delete, and manage non-administrative End User accounts.
j. Prepare step-by-step instructions for Oracle to apply Changes to Third Party Software.
k. Test and validate all Releases and Upgrades for Third Party Software per Oracle’s Change Management process.
l. Maintain CEMLI code, including development and testing, when Changes are applied to resolve Incidents impacting the Production Environment.
m. Provide Oracle with the operations guide for any Third Party Software for the services are performed.
n. Provide Oracle with the installation documentation and operations guides for any in-scope CEMLIs for which services are performed.
o. Ensure CEMLIs comply with Managed Cloud Services standards prior to submitting a request to Oracle.
p. Be responsible for managing the Environment plan and tracking activities such as patching.
q. Maintain documentation for Your CEMLIs, third party interfaces, and Third Party Software.
MCS - Application Systems Administrator, Senior

<table>
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<tr>
<th>Part #</th>
<th>Service Offering</th>
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</thead>
<tbody>
<tr>
<td>N/A</td>
<td>MCS – Senior Application Systems Administrator</td>
</tr>
</tbody>
</table>

A. Description of Services

1. Oracle will assist You with specialized activities associated with Your implementation of Change(s) to Your Services Environment, in accordance with the Managed Services Exhibit, through the installation and/or configuration of: (i) the Oracle Programs, (ii) configurations, extensions, modifications, localizations, or integrations (“CEMLIs”) of the Oracle Programs, and (iii) Third Party Software for the following:
   - The initial implementation of the Oracle Programs
   - Subsequent phases of a multi-phase implementation of the Oracle Programs
   - Following Production Go-Live of the Oracle Programs

Specific specialized activities designed to repair or modify existing functionality of Your Services Environment may include application of Maintenance Code Releases, configuration changes, and data fixes as follows:

a. Recommend configuration Changes to the Oracle Technology Stack.
b. Review Your plans for Production Go-Live.
c. Assess cloning steps or data loads identified by You as necessary to complete Production Go-Live.
d. Manage critical technical issues during implementation by interfacing with key Oracle lines of business.
e. Proactively monitor system performance using standard Managed Cloud Services tooling, as appropriate.
f. Lead investigation of significant Incidents affecting performance.
g. Assist in the investigation and resolution of Incidents that significantly impact Your Managed Cloud Services.
h. Advise on RMAN-based backup and recovery configuration, as applicable.
i. Provide technical input on Your project planning.
j. Provide input on Your capacity planning, which may include an assessment of the potential impact of an increase in the End User community, peak system periods, and Your concurrent manager utilization.
k. Provide technical oversight of significant configuration Changes, including review and quality assessment of complex action plans.
l. Serve as the Environments’ technical authority for complex Problem resolution involving various technical inputs.
m. Assist in Root Cause Analysis and track the implementation of corrective actions.
n. Maintain an Environment plan.
o. Track environment activity.
p. Manage implementation activities.

B. Your Obligations:

a. Manage and govern Change activities.
b. Develop and provide to Oracle the Production Go-Live plan.
c. Purchase additional, extended hours support when necessary to support the implementation(s).
d. Provide approval contacts during escalations.
e. Be responsible for the implementation of Your backup and recovery strategy, incorporating any recommendations from Oracle.
f. Maintain an on-going maintenance program for Your Environment.
g. Engage Oracle to review the capacity plan for Your Environment on a regular basis.
h. Purchase onsite support when necessary to support the implementation(s).
i. Provide authorization from Your Change Control Board for all action plans.
j. Provide necessary technical input regarding customizations and Third Party Software to assist with Problem resolution.
k. Maintain the capacity plan.
l. Purchase any services required Post Production Go-Live.

**MCS - Managed Java Cloud Service**

**MCS - Managed SOA Cloud Service**

<table>
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<tr>
<td>B87029</td>
<td>MCS - Managed Java Cloud Service, Standard</td>
</tr>
<tr>
<td>B88441</td>
<td>MCS - Managed SOA Cloud Service, Custom</td>
</tr>
</tbody>
</table>

A. **Description of Services**

During the Managed Cloud Services Period defined in Your order, Oracle will provide Managed Java Cloud Service or Managed SOA Cloud Service (the “Services”) on Oracle Technology Cloud at an Oracle data center or Customer’s data center for either (1) Oracle’s WebLogic Server program configured with Oracle’s Active Data Guard program; or (2) Oracle SOA Cloud Service with SOA Cloud Service application server and deployed in accordance with the Service Maximums table (the “Deployment Configuration”).

The Services consist of the following as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*:

1. [Oracle Managed Cloud Security Policy](#)
2. [Oracle Managed Cloud Access Management Policy](#)
3. [Oracle Managed Cloud Change Management Policy](#)
4. [Oracle Managed Cloud Configuration Management Policy](#)
5. [Oracle Managed Cloud Release Management Policy](#) including the following:

a. Periodic Maintenance Plan (PMP) intervals for Managed Java Cloud Services:

<table>
<thead>
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<th>Service type</th>
<th>Maximum Interval</th>
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<tbody>
<tr>
<td>Oracle Managed Java Cloud Service</td>
<td>Quarterly</td>
</tr>
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</table>
b. Refreshes for Managed Java Cloud Services, including post refresh steps, at the following frequency:

<table>
<thead>
<tr>
<th>Service type</th>
<th>Maximum Interval</th>
</tr>
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<tbody>
<tr>
<td>Oracle Managed Java Cloud Service</td>
<td>One per month per database¹</td>
</tr>
</tbody>
</table>

¹ Assumes average size of 2 OCPUs

6. **Oracle Managed Cloud Incident and Problem Management Policy**

7. **Oracle Managed Cloud Service Monitoring Policy**

8. **Oracle Pulse**

9. **Oracle Managed Cloud Service Continuity Policy**, including the following backup schedule:

<table>
<thead>
<tr>
<th>Service type</th>
<th>Maximum Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Managed Java Cloud Service</td>
<td>Weekly full and daily incremental, if required</td>
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</table>

10. **Oracle Managed Cloud Continual Service Improvement Policy**

11. **Oracle Managed Cloud Enhanced Recovery Policy**

12. **Oracle Managed Cloud Service Decommission Policy**

13. **Oracle Managed Cloud Service level and Availability Management Policy** as described in the [Appendix 1: Oracle Managed Cloud Service Delivery Policies](#), excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the Oracle Managed Cloud PaaS and IaaS Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
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<tbody>
<tr>
<td>Availability</td>
<td>99.5%¹</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>99.95%²</td>
<td>&lt;99.95%</td>
<td></td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Service Request Severity Level 1&lt;=2 hours</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td>Service Level</td>
<td>Service Level Target</td>
<td>Credit Criteria</td>
<td>Service Level Credit %</td>
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<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Services in accordance with the Appendix 1: Oracle Managed Cloud Service Delivery Policies (the “Delivery Policies”)</td>
<td>As described in the Delivery Policies</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

1 Service Level Target applies to either of the following:


2 Service Level Target applies to the following:

- Deployment of multiple instances at both a primary and secondary datacenter in conjunction with Oracle Java Cloud Service - Enterprise Edition, or Oracle Java Cloud Service - Enterprise Edition with Coherence.

### Availability Service Level

The Availability Service Level consists of the measurement of the percentage of time that the Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\frac{\left[\text{Total minutes in a calendar month} \times \text{number of Production Environments}\right] - \text{Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month}}{\text{Total minutes in the calendar month} \times \text{number of Production Environments}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle’s monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

### Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:

- Customer submits the Service Request via My Oracle Support.
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.
For purposes of calculating Oracle’s performance against the Service Request Response Time Service Level or calculating any Service Level Credits, the measurement of Oracle’s Time to Respond shall begin at Oracle’s acceptance of the applicable SR.

SRs for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies, or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

**Performance Against Delivery Policies**

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the Services provided in such month.

**B. Service Maximums**

The Services are subject to the following types and quantities (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th>Managed Java Cloud Service, Standard</th>
<th>Oracle Managed SOA Cloud Service, Custom</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Part # B87029</td>
<td>Part # B88441</td>
</tr>
<tr>
<td>Deployment Configuration</td>
<td>Single Instance, clustered, and replicated for Oracle WebLogic Server</td>
<td>Single Instance, or RAC¹ SOA Cloud Service (“SOACS”)</td>
</tr>
<tr>
<td>RAC</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Security</td>
<td>Weekly patching, Transparent Data Encryption Management</td>
<td>Weekly patching</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
<td>Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
<td>Annual</td>
</tr>
<tr>
<td>Enhanced Recovery Services</td>
<td>RTO/RPO N/A²</td>
<td>N/A</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>N/A²</td>
<td>N/A</td>
</tr>
<tr>
<td>Enhanced Recovery Services – Enterprise Edition³</td>
<td>RTO/RPO 24 hours/2 hours</td>
<td>N/A</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>Annual</td>
<td>N/A</td>
</tr>
</tbody>
</table>

¹ RAC is not supported on, and may not be used with, Oracle Compute Cloud Services.

² May be purchased separately for additional fees
Requires Oracle Java Cloud Service - Enterprise Edition, or Enterprise Edition with Coherence deployed on multiple instances in both a primary and secondary data center using ZFS replication.

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations:

   a. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies, and this Service Description.

   b. You are responsible for procuring and maintaining for the duration of the Services adequate computing capacity for the performance of the Oracle Managed Java Cloud Service.

   c. You are responsible for procuring and maintaining for the duration of the Services adequate SOA Cloud Service, Compute Cloud Service, and Storage Cloud Service required to meet Your performance requirements for the Oracle Managed SOA Cloud Service.

   d. You must spend a minimum of USD $8,300 per month per order for Oracle Managed Java Cloud services.

2. Service Assumptions:

   a. Resilient deployment with RAC software for SOA Cloud Service metadata database and clustered node configuration for application servers uses high availability configuration Oracle Traffic Director load balancer.

   b. Oracle Managed SOA Cloud Service is limited to the following domain types:

      (i) SOA
      (ii) Oracle Service Bus
      (iii) SOA and Oracle Service Bus
      (iv) SOA and B2B
      (v) B2B with SOA and Oracle Service Bus

MCS - Oracle Business Help Desk for Applications Unlimited on OCI

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92015</td>
<td>MCS - Oracle Business Help Desk for Applications Unlimited on OCI</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide Oracle Business Help Desk for Applications Unlimited on OCI services described herein (the “Help Desk Services”) in accordance with the Managed Services Exhibit, including, but not limited to, the following: (a) the specific Oracle Programs subject to the Help Desk Services (the “Identified Oracle Programs”); (b) the number of CEMLIs subject to the Help Desk Services (the “Identified CEMLIs”); and (c) the critical business processes to be monitored (the “Critical Business Processes”).
The Help Desk Services consist of:

1. A Technical Account Manager ("TAM") that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.

2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including the Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.

3. Critical business process management support for the duration of the Help Desk Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Managed Services Exhibit.

4. Receiving and managing the following types of Service Requests ("SR(s)"") related to the Help Desk Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit (the “Request System”):
   
   a. Type 1: Standard Functional Support SR
   b. Type 2: Complex Functional Support SR
   c. Type 3: Standard CEMLI SR
   d. Type 4: Complex CEMLI SR
   e. Type 5: New CEMLI SR

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR in accordance with the Service Request consumption table below and as further detailed in the Oracle Cloud Service Unit Catalog.

(i) For each SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the Oracle Cloud Service Unit Catalog.

(ii) If Your CSU balance depletes to zero, You must purchase additional CSUs prior to submitting any further Service Requests.

<table>
<thead>
<tr>
<th>Service Request Consumption</th>
<th>MCS - Oracle Business Help Desk for Applications Unlimited on OCI Part# B92015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit of Measure</td>
<td>Cloud Service Units (CSUs)</td>
</tr>
<tr>
<td>Units Consumed for <strong>Type 1</strong> SRs</td>
<td>1 CSU</td>
</tr>
<tr>
<td>Units Consumed for <strong>Type 2</strong> SRs</td>
<td>4 CSUs</td>
</tr>
<tr>
<td>Units Consumed for <strong>Type 3</strong> SRs</td>
<td>15 CSUs</td>
</tr>
<tr>
<td>Service Levels</td>
<td>Service Level Target</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------</td>
</tr>
</tbody>
</table>
| **Service Request Resolution Time for Severity Level 1 SRs** | ▪ Severity Level 1, Type 1 SRs: 8 hours  
▪ Severity Level 1, Type 2 SRs: 8 hours  
▪ Severity Level 1, Type 3 SRs: 12 hours  
▪ Severity Level 1, Type 4 SRs: 12 hours | <90% of Severity 1 Level SRs resolved within target | 1.5% |
| **Service Request Resolution Time for Severity Level 2 SRs** | 24 hours | <90% of Severity 2 Level SRs resolved within target | 1.5% |
| **Service Request Response Time** | Severity Level 1: 30 minutes  
Severity Level 2: 60 minutes  
Severity Level 3: 8 hours  
Severity Level 4: 24 hours | <90% of Service Requests responded to within target | None |
| **Performance Against Service Description** | Performance of the Help Desk Services in accordance with this Oracle Managed Cloud Helpdesk for Applications Unlimited Service Description | As described under Performance Against Service Description | As indicated in Performance Against Service Description Section below |

1 Type 5 SRs are not Severity 1 issues and Oracle will work Type 5 SRs during hours of operation 8x5

5. **Oracle Managed Cloud Service Level and Availability Management Policy** as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies, excluding Application Availability Service Level, and including the following for the Helpdesk Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Help Desk Services under this Service Description to be credited based on the credit criteria.

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### Service Request Response Time

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The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR ("Time to Respond"). The Time to Respond commences when an SR is entered into the applicable queue in the Request System that is monitored by Oracle.

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

\[
\left( \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right) \times 100
\]

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Help Desk Services provided in such month.

**Exclusions**

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs as documented in the exclusion section in the Oracle Managed Cloud Service Level and Availability Management Policy; (b) is caused by a failure of You to perform Your obligations set forth in this Service Description; (c) occurs in a month when You have consumed more than 10 percent of the annual CSUs identified in the Managed Services Exhibit.

**B. Mix of Severity Levels**

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
<th>Percentage of SRs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
<td>20% of all Your SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the
root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

C. Service Maximums

The Help Desk Services are subject to the following constraints (the “Service Maximums”). Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>MCS - Oracle Business Help Desk for Applications Unlimited on OCI Part# B92015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Monthly</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

D. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Help Desk Services depends upon Your fulfillment of the following obligations and assumptions:

1. You must separately purchase and continue to maintain for the duration of the Help Desk Services required licenses and technical support for the Identified Oracle Programs.

2. If the Request System will be Your ticketing system, You must (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate CSU tracking and balance reconciliation of CSUs.

3. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

4. During the Initiation Phase, You must provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including critical business processes; (c) ticketing system, if identified as the Request System in the Managed Services Exhibit; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Help Desk Services.

5. You shall provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Help Desk Services.

6. You must provide source code repository access to Oracle for the Identified CEMLIs.

7. You acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Help Desk Services.
8. You acknowledge that SRs Type 5 are not Severity 1 SRs and Oracle will work SRs Type during hours of operation 8x5.

9. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Help Desk Services.

10. You shall identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Help Desk Services.

**MCS - Oracle Managed Analytics Cloud Service**

<table>
<thead>
<tr>
<th>Part #:</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92478/B92696</td>
<td>MCS - Oracle Managed Analytics Cloud Service - Bundled Base</td>
</tr>
<tr>
<td>B92479/B92697</td>
<td>MCS - Oracle Managed Analytics Cloud Service - Standard Base</td>
</tr>
<tr>
<td>B92480/B92698</td>
<td>MCS - Oracle Managed Analytics Cloud Service - Hosted Environment</td>
</tr>
<tr>
<td>B87511</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day</td>
</tr>
<tr>
<td>B87513</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

**A. Description of Services**

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following services (the “OAC Services”) for the Oracle Analytics Cloud (OAC) Service for which You have separately purchased a subscription (“Your Subscription”). The OAC Services are available only for the number of environments identified in the Managed Services Exhibit for Your Subscription (the “Managed OAC Environments”):

1. Provision and configure the Managed OAC Environments identified in the Managed Services Exhibit. Each Managed OAC Environment will initially be provisioned with up to five (5) administrative users.

2. Use the assigned Oracle Cloud Administrator roles and privileges to provide the OAC Services as described in the following Sections of Exhibit 1 (Oracle Managed Cloud Service Delivery Policies):
   a. **Oracle Managed Cloud Security Policy** for OAC Services programs and Co-resident Third Party Programs.
   b. **Oracle Managed Cloud Access Management Policy**, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Maintenance Frequency Table below:
      (i) Adding, removing, and changing of the administrative users for each OAC Environment
   c. **Oracle Managed Cloud Change Management Policy**, excluding application of software patches and consisting of the following activities/tasks upon Your request in accordance with the Maintenance Frequency Table below:
      (i) Provisioning, configuration, and administration of the OAC Environments
      (ii) Change tasks to existing configurations of the OAC Service and database connections
   d. **Oracle Managed Cloud Configuration Management Policy**
e. **Oracle Managed Cloud Release Management Policy**, consisting of planning deployments of quarterly updates to the OAC Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability or regulatory compliance. Bundled task and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the table below (the “Maintenance Frequency”).

<table>
<thead>
<tr>
<th>Activity/Task</th>
<th>Frequency per month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1-2 Managed OAC Environment</td>
</tr>
<tr>
<td>Change Tasks Administration</td>
<td>Twice</td>
</tr>
<tr>
<td>Change Task Configuration</td>
<td>Twice</td>
</tr>
<tr>
<td>User Access Administration</td>
<td>Twice</td>
</tr>
</tbody>
</table>


g. **Oracle Managed Cloud Service Monitoring Policy**, using monitoring features that are made available as a part of the OAC Services.

h. **Oracle Managed Cloud Capacity Management and Performance Advisory Policy** for Your Subscription.

i. **Oracle Managed Cloud Continual Service Improvement Policy**

j. **Oracle Managed Cloud Service Level and Availability Management Policy**, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid by You for the OAC Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>OAC Environment Availability</td>
<td>99.5%</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
</tbody>
</table>
| Service Request Response Time | Service Request Severity Level 1<=15 minutes | <90% of Service Requests responded to within target | None
<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the OAC Services in accordance with this section</td>
<td>As described in Appendix</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

- **Oracle OAC Environment Availability Service Level**

The OAC Environment Availability Service Level consists of the measurement of the percentage of time that the individual OAC Environment is available for access and use by You to conduct production business operations (“Production OAC Environment”), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\text{Service Level Credit} = \left( \frac{\text{Total minutes in a calendar month} \times \text{number of Production OAC Environments} - \text{Sum of Unplanned Outage (caused by OAC Service failure) minutes measured for each Production OAC Environment in such month}}{\text{Total minutes in the calendar month} \times \text{number of Production OAC Environments}} \right) \times 100
\]

Only Severity Level 1 Unplanned Outages caused by OAC Service failures of a Production OAC Environment shall be used to calculate Oracle’s monthly performance against the OAC Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per Oracle Managed Cloud Service Delivery Policies or that occur in a Production OAC Environment during a Stabilization Period shall not be included in the OAC Environment Availability calculation. A Production OAC Environment must have at least one associated Production Support Environment for service level credits to be applicable.

- **Service Request Response Time Service Level**

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production OAC Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:

- Customer submits the Service Request via My Oracle Support
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

SRs for which the root cause is subject to exclusion per Appendix 1: Oracle Managed Cloud Service Delivery Policies or that occur in a Production OAC Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.
Performance Against Delivery Policies Service Level

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the OAC Environment Availability Service Level in connection with the OAC Services provided in such month.

B. Service Maximums

The OAC Services are subject to the following constraints (“Service Maximums”).

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
</tr>
</tbody>
</table>

C. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days\(^1\) per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Managed Analytics Cloud Service:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

\(^1\) A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. Your Obligations and Service Assumptions
In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the OAC Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. For MCS - Oracle Managed Oracle Analytics Cloud Service – Bundled Base (part #B92478), purchase and maintain for the duration of the OAC Services one or more of the following services (the “Pre-requisite Service”):
      (i) The following:

      | Part #     | Service Offering                                      |
      |------------|-------------------------------------------------------|
      | B87029     | MCS - Managed Java Cloud Service – Standard Base      |
      | B86730     | MCS - Managed Java Cloud Service – Custom             |
      | B88441     | MCS - Managed SOA Cloud Service, Custom               |
      | B90622     | MCS - Oracle Managed Application Cloud - Base         |
      | B92800     | MCS - Oracle Managed Database as a Service - Standard Base |
      | B92801     | MCS - Oracle Managed Database as a Service - Bundled Base |
      | B92577/B92630 | MCS - Oracle Managed Enterprise Application Cloud - Base |
      | B92490/B92707 | MCS - Oracle Managed Exadata Database Cloud Service – Bundled Base Per Rack |
      | B92489/B92706 | MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack |
      | B90045/B90153 | MCS - Oracle Managed Identity Cloud Service, Advanced |
      | B90046/B92154 | MCS - Oracle Managed Identity Cloud Service, Advanced Plus |
      | B90156     | MCS - Oracle Managed Identity Cloud Service, Custom   |
      | B92476/B92670 | MCS – Oracle Managed Integration Cloud – Standard Base |
      | B92475/B92669 | MCS – Oracle Managed Integration Cloud – Bundled Base |

      (ii) Any service/part number described by the following service descriptions within this Oracle Managed Cloud Services Service Description document

      - MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

   b. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Oracle Managed Cloud Service Delivery Policies, and this service description.
   c. Procure and maintain for the duration of the OAC Services adequate capacity for the performance of the OAC Services and Your Subscription.
   d. Perform all required end-to-end testing to validate that the OAC Service platform is configured securely, and correctly.
   e. Separately purchase services to migrate content to the Managed OAC Environments, if required and subject to additional fees.
   f. Develop applications and application logic.
   g. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
   h. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed OAC Environments
   i. Be responsible for managing end user access and application privileges.

2. Service Assumptions
a. The OAC Services are available only on Oracle Cloud infrastructure (OCI) or newer (specifically excluding Oracle Cloud Infrastructure Classic or OCI-C).
b. The OAC Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Application Cloud – Base

MCS - Oracle Managed Application Cloud – Base, Custom

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment</td>
</tr>
<tr>
<td>B91370</td>
<td>MCS - Oracle Managed Application Cloud – Base, Custom</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed Application Cloud services (the “Services”) for the Oracle applications specified in the Service Maximums table in Section B of this Service Description (the “Oracle Managed Applications”):

1. Provide the Services for a minimum of the following environments for each Oracle Managed Application, as applicable:
   a. For J.D. Edwards EnterpriseOne programs: one Production Environment, one Production Support Environment, and one Pristine Environment
   b. For PeopleSoft programs: one Production Environment, one Production Support Environment, and one Demo Environment
   c. For all other programs: one Production Environment, and one Production Support Environment

2. Provide the Services for additional Non-Production Environments, DR Environments, Pristine Environments, and/or Demo Environments, in accordance with the Service Maximums table below.

3. Provision and manage the services required to run the environments for the Oracle Managed Applications in accordance with the Service Maximums table below.

4. Manage the middleware, such as SOA for Oracle E-Business Suite, required Co-resident Third Party Programs integrated with Your application environment, and/or other additional shared services required for the Oracle Managed Applications.

5. Provide up to the number of vulnerability assessment scans, identified in the Service Maximums table, of the virtual machines and database systems for Production Environment(s) and Production Support Environment(s) as follows:
a. Implement external and internal security vulnerability scans of the virtual machines and database systems for the Production Environment(s) and Production Support Environment(s) (the “Vulnerability Scan”).

b. Deliver a scan report based on the security vulnerability scans identified in the previous bullet, in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.

c. Provide a summary and technical analysis report during a Service Review that details applicability, risk and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies.

6. Provide the services as described in the following sections of Appendix 1: Oracle Managed Cloud Service Delivery Policies:

a. Oracle Managed Cloud Security Policy
b. Oracle Managed Cloud Access Management Policy
c. Oracle Managed Cloud Change Management Policy
d. Oracle Managed Cloud Configuration Management Policy
e. Oracle Managed Cloud Release Management Policy, including the following:
   (i) Periodic Maintenance Plan (PMP) at the following intervals:

<table>
<thead>
<tr>
<th>Maximum Interval between Installations</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>• Mandatory or emergency patching</td>
</tr>
<tr>
<td>Quarterly</td>
<td>• Legislative updates</td>
</tr>
<tr>
<td>Semi-Annual</td>
<td>• Critical Patch Updates</td>
</tr>
<tr>
<td></td>
<td>• Technology Stack updates</td>
</tr>
<tr>
<td></td>
<td>• Application patch sets that do not affect functionality</td>
</tr>
<tr>
<td></td>
<td>• Implementation of system assessment recommendations</td>
</tr>
</tbody>
</table>

f. Oracle Managed Cloud Incident and Problem Management Policy
g. Oracle Managed Cloud Service Monitoring Policy
h. Oracle Pulse
i. Oracle Managed Cloud Capacity Management and Performance Advisory Policy
j. Oracle Managed Cloud Service Continuity Policy including daily backups and retention of archive logs for 30 days, limited to Production and Production Support Environments.
k. Oracle Managed Cloud Continual Service Improvement Policy
l. Oracle Managed Cloud Enhanced Recovery Policy
m. Oracle Managed Cloud Service Decommission Policy
n. Oracle Managed Cloud Service level and Availability Management Policy, including the following:
   • Service Level Target. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
   • Credit Criteria. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**: The percentage of monthly fees for the Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Availability</td>
<td>In accordance with the Service Maximums table below</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Resolution Time</td>
<td>- 4 hours (Unplanned Outage caused by Infrastructure and/or component)</td>
<td>&lt;90% of SRs resolved within target</td>
<td>3%</td>
</tr>
<tr>
<td>Severity Level 1</td>
<td>- 24 hours (Service Interruption (functional failure))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Resolution Time</td>
<td>96 hours</td>
<td>&lt;90% of SRs resolved within target</td>
<td>2%</td>
</tr>
<tr>
<td>Severity Level 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Services in accordance with Appendix 1: Oracle Managed Cloud Service Delivery Policies</td>
<td>As described in Appendix 1</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the fees paid for the Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

### B. Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Changes to Service Maximums for part # B91370 – MCS - Oracle Managed Application Cloud – Base, Custom are documented in the Managed Services Exhibit, as applicable.

**Service Maximums**
### Your Obligations and Service Assumptions

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Managed Applications</td>
<td>Up to three (3) of the following Oracle applications: Oracle E-Business Suite, Siebel CRM, Oracle Hyperion, PeopleSoft, J.D. Edwards EnterpriseOne, Oracle Business Intelligence – Enterprise Edition (OBIEE), Oracle Transportation Management, Oracle Value Chain Planning, or Agile</td>
</tr>
<tr>
<td>OCPU Allocation</td>
<td>30 OCPUs</td>
</tr>
<tr>
<td>Block Storage Allocation</td>
<td>3,200 GB of block (data) storage</td>
</tr>
<tr>
<td>Database</td>
<td>VM Database Systems</td>
</tr>
<tr>
<td>Compute</td>
<td>VM Compute</td>
</tr>
<tr>
<td>RAC</td>
<td>Up to 2 Nodes</td>
</tr>
<tr>
<td>FastConnect</td>
<td>Up to 2 connect points 1 GB each</td>
</tr>
<tr>
<td>Load Balancer</td>
<td>400 Mbps</td>
</tr>
<tr>
<td>Refresh data from the Production Environment</td>
<td>Once per month</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Application Availability</td>
<td>Service Level Target 99.5%</td>
</tr>
<tr>
<td>Credit Criteria</td>
<td>Service Level Credit</td>
</tr>
<tr>
<td></td>
<td>&gt;=99.0% and &lt; 99.5%</td>
</tr>
<tr>
<td></td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>&lt;99.0%</td>
</tr>
<tr>
<td></td>
<td>5%</td>
</tr>
<tr>
<td>Enhanced Recovery Services</td>
<td>RPO 1 hour (24 hours for Oracle Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td></td>
<td>RTO 12 hours (24 hours for Oracle Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Vulnerability Scans</td>
<td>4 per year</td>
</tr>
</tbody>
</table>

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

1. Your Obligations

   a. You shall identify the Oracle Managed Applications, in accordance with the Service Maximums table.
   
   b. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies and this Service Description.
   
   c. You are responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Services Environments.
   
   d. You shall manage access and application responsibility privileges of all End Users of the Oracle Managed Applications and Co-resident Third Party Programs.
   
   e. You acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Cloud Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
   
   f. You must procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database required to deliver the Services.
   
   g. You must perform post refresh activities for the Oracle Managed Applications and Third Party Software following a Refresh.
   
   h. You are responsible for provisioning and managing Your Third Party Software other than Co-resident Third Party Programs, including the performance of such Third Party Software.
   
   i. You will comply with Oracle’s Production Assessment process, including participating in a review with Oracle following Production Go-Live.
   
   j. You shall obtain at your sole expense any and all rights (including license rights) and consents from third parties necessary for Oracle and its subcontractors to access Third Party Software (including any Co-resident Third Party Programs) or perform the Services.
   
   k. If You are permitted to exceed the Service Maximums during any calendar month, You are responsible for promptly purchasing additional services to account for your excess usage during such month. If you do not pay within 30 days, Oracle can end the Services.

2. Service Assumptions

   a. Oracle will determine, at its sole discretion, the quantity and type of infrastructure components required for Oracle to deliver the Services in accordance with the Service Maximums table.
   
   b. Object storage required for backup activities is included as part of the Services and is not subject to the block storage allocation identified in the Service Maximums Table.
c. The Services do not include any service that is not explicitly described in this Service Description.
d. For Part B91370, Oracle Managed Application Cloud – Base, Custom, modifications to this Service Description are specified in the order. If no such changes are specified, B90622 Oracle Managed Application Cloud – Base shall apply.

**MCS - Oracle Managed Application Cloud – Additional Capacity Unit**

**MCS - Oracle Managed Application Cloud – Additional Capacity Unit, Custom**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90623</td>
<td>Oracle Managed Application Cloud – Additional Capacity Unit</td>
</tr>
<tr>
<td>B91371</td>
<td>Oracle Managed Application Cloud – Additional Capacity Unit, Custom</td>
</tr>
</tbody>
</table>

**A. Description of Services**

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed Application Cloud – Additional Capacity Unit services (the “Services”):

1. Add Oracle managed compute and storage to the Services Environment in accordance with and to supplement the established maximums of one of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

   **Pre-Requisite Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>Oracle Managed Application Cloud – Base</td>
</tr>
<tr>
<td>B91370</td>
<td>Oracle Managed Application Cloud – Base, Custom</td>
</tr>
</tbody>
</table>

The added compute and storage, subject to the Service Maximums table below, may be used for activities to maintain required application architecture of the Services Environment, including, but not limited to the following:

a. scale or burst the Pre-Requisite Service;
b. provision additional non-production environments; and
c. provision additional required middleware, such as SOA for Oracle E-Business Suite, Third Party Software integrated with Your application environment, and/or other additional shared services.

2. Provide architecture sizing guidelines to assist you with planning future architecture needs.

3. Service Level and availability management as described in the Service Description for the Pre-Requisite Service.

   a. For purposes of calculating Service Levels, the monthly fees for the Services shall be added to the monthly fees defined in the Service Description for the Pre-Requisite Service.

**B. Service Maximums**

The Services are subject to the following constraints ("Service Maximums").
## Service Maximums

<table>
<thead>
<tr>
<th>Type</th>
<th>B90623 Oracle Managed Application Cloud – Additional Capacity Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCPU Allocation</td>
<td>8 OCPUs</td>
</tr>
<tr>
<td>Block Storage Allocation</td>
<td>1,400 GB of block (data) storage</td>
</tr>
</tbody>
</table>

## C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. You must separately purchase and continue to maintain for the duration of the Services the Pre-Requisite Service.
   b. You acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, for necessary Oracle programs, including those for which the Managed Cloud Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
   c. You must procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database required to deliver the Services.
   d. You may request the Services by submitting a Request for Change (RFC). By submitting such an RFC, You agree to accept a new order for the Services within 30 days of creating the SR and pay for such services in accordance with the payment terms of the order.
   e. If You are permitted to exceed the ordered quantity of the Services during any calendar month, You are responsible for promptly purchasing additional quantity to account for your excess usage during such calendar month. Such quantity must be purchased for the entire month. If You do not pay within 30 days, Oracle can end the Services and Pre-Requisite Service

2. Service Assumptions
   a. For Part B91371, Oracle Managed Application Cloud – Additional Capacity Unit, Custom, modifications to this Service Description are specified in the order. If no such changes are specified, B90623 Oracle Managed Application Cloud – Additional Capacity Unit shall apply.
A. Description of Services

During the Managed Cloud Services Period identified in Your order, Oracle will provide the following Oracle Managed Applications on Oracle Technology Cloud Services (the “Services”):

1. The following as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies:
   a. Oracle Managed Cloud Security Policy
   b. Oracle Managed Cloud Access Management Policy
   c. Oracle Managed Cloud Change Management Policy
   d. Oracle Managed Cloud Configuration Management Policy
   e. Oracle Managed Cloud Release Management Policy, including the following:
      (i) Periodic Maintenance Plan (PMP) intervals for Oracle Managed Applications Unlimited on Oracle Technology Cloud:

<table>
<thead>
<tr>
<th>Maximum Interval between Installations</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>• Mandatory or emergency patching</td>
</tr>
<tr>
<td>Quarterly</td>
<td>• Legislative updates</td>
</tr>
</tbody>
</table>
Annual

- Critical Patch Updates
- Technology Stack updates
- Application patch sets that do not affect functionality
- Implementation of system assessment recommendations

(ii) Refreshes including post refresh steps, at the frequency listed below (except for Your J.D. Edwards Enterprise One programs). The type of Refresh may vary depending on the applicable Oracle application. Oracle will define which type of Refresh, if any, is available for Your Services Environment:

- One per month per Production Environment prior to Production Go-Live
- One per quarter per Production Environment following Production Go-Live

f. Oracle Managed Cloud Incident and Problem Management Policy
g. Oracle Managed Cloud Service Monitoring Policy
h. Oracle Pulse, including Business Transaction Monitoring which may be provided for the types of transactions listed in the table below:

<table>
<thead>
<tr>
<th>Oracle Program</th>
<th>Transaction Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle E-Business Suite Programs</td>
<td>Login transactions, standard transactions, batch transactions</td>
</tr>
<tr>
<td>PeopleSoft Programs</td>
<td></td>
</tr>
<tr>
<td>Siebel CRM Programs</td>
<td></td>
</tr>
<tr>
<td>J.D. Edwards Programs</td>
<td>Login transactions, standard transactions</td>
</tr>
<tr>
<td>Demantra</td>
<td></td>
</tr>
<tr>
<td>Oracle Hyperion Programs</td>
<td></td>
</tr>
<tr>
<td>Business Intelligence Technology and Applications Programs</td>
<td></td>
</tr>
<tr>
<td>Agile Product Lifecycle Management Programs</td>
<td>Login transactions</td>
</tr>
<tr>
<td>Primavera Programs</td>
<td></td>
</tr>
<tr>
<td>Oracle Transportation Management</td>
<td></td>
</tr>
</tbody>
</table>

Oracle will retain records of transactions in Your Production Environment for at least 90 days ("Baseline Period"). Following the Baseline Period, a baseline threshold will be determined for each transaction type and future transactions will be measured against such baseline.

i. Oracle Managed Cloud Capacity Management and Performance Advisory Policy
j. Oracle Managed Cloud Service Continuity Policy, including the following pre-defined backup schedule for Production Environments:

<table>
<thead>
<tr>
<th>Backup Type</th>
<th>Backup Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database and code tree</td>
<td>• Daily backups retained for one week</td>
</tr>
</tbody>
</table>
Oracle will perform and store one baseline backup of the database, application code tree, and archive logs, upon Your request prior to achieving Production Ready Status. The baseline backup will be stored for a period of three months.

k. **Oracle Managed Cloud Continual Service Improvement Policy**

l. **Oracle Managed Cloud Enhanced Recovery Policy** (for Applications Unlimited High Complexity packages)

m. **Oracle Managed Cloud Service Decommission Policy**, and specifically for Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service, Custom:

   (i) End of cycle (“EOC”) support consisting of (a) enabling of Automated End of Day (“AEOD”) function within the Flexcube programs and startup of AEOD process; (b) monitoring of the AEOD process; (c) initial triage of issues with the AEOD process; (d) application of fixes to the AEOD process following Change Management process; and (e) restart of AEOD process as required.

n. **Oracle Managed Cloud Service level and Availability Management Policy** as described in the **Appendix 1: Oracle Managed Cloud Service Delivery Policies**, including the following for the Oracle Managed Cloud Application Services under this Service Description:

   - **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
   - **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
   - **Service Level Credit %**. The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application High Availability</td>
<td>99.7%</td>
<td>&gt;=99.0% and &lt; 99.7%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt;99.0%</td>
<td>5%</td>
</tr>
<tr>
<td>Application Availability</td>
<td>99.5%</td>
<td>&gt;=99.0% and &lt; 99.5%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt;99.0%</td>
<td>5%</td>
</tr>
<tr>
<td>Service Request Resolution Time Severity Level 1</td>
<td>4 hours (Unplanned Outage caused by Infrastructure and/or component) \ 24 hours (Service Interruption (functional failure))</td>
<td>&lt;90% of SRs resolved within target</td>
<td>3%</td>
</tr>
<tr>
<td>Service Request Resolution Time Severity Level 2</td>
<td>96 hours</td>
<td>&lt;90% of SRs resolved within target</td>
<td>2%</td>
</tr>
<tr>
<td>Service Level</td>
<td>Service Level Target</td>
<td>Credit Criteria</td>
<td>Service Level Credit %</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of Managed Cloud Services in accordance with the Appendix 1: Oracle Managed Cloud Service Delivery Policies (the “Delivery Policies”)</td>
<td>As described in Section 10.4 of the Delivery Policies</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

1 Requires deployment on Real Application Cluster (“RAC”) with Oracle Database High Availability (or High Complexity packages)

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Oracle Managed Cloud Services under the applicable Ordering Document for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

**B. Environments**

Oracle will monitor setup and Production Go-Live of the Services Environment via a Managed Cloud Services Production Assessment. You will adopt and comply with the Production Assessment process and participate in a review with Oracle following Production Go-Live.

Oracle will service one Production Environment and one Production Support Environment as part of the Oracle Managed Applications on Oracle Technology Cloud Services base offering and one additional Environment for J.D. Edwards Programs and PeopleSoft Programs as follows:

1. J.D. Edwards Programs: One Pristine Environment
2. PeopleSoft Programs: One Demo Environment

**C. Effort Tiers**

The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are available only for the following Oracle Programs: Oracle E-Business Suite, Siebel CRM, Primavera, Oracle Hyperion, PeopleSoft, J.D. Edwards Enterprise One, Demantra, Oracle Business Intelligence – Enterprise Edition, Agile Product Lifecycle Management, Oracle Transportation Management, Oracle Advanced Supply Chain Planning, Oracle Strategic Network Optimization, and Oracle Rapid Planning. The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are categorized into two tiers, based on the relative installation and management effort of the associated Oracle Programs:

- **Tier One:** higher-effort Oracle applications including Oracle E-Business Suite (including Endeca), Siebel CRM, Primavera, Oracle Hyperion and J.D. Edwards EnterpriseOne
- **Tier Two**: lower-effort Oracle applications including PeopleSoft, Demantra, Oracle Business Intelligence Enterprise Edition, Agile Product Lifecycle Management, Oracle Transportation Management, Oracle Advanced Supply Chain Planning, Oracle Strategic Network Optimization, and Oracle Rapid Planning.

D. **Service Maximums**

The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are subject to the following constraints (“Service Maximums”).

### Service Maximums

<table>
<thead>
<tr>
<th>Maximum</th>
<th>Tier Two, Minimum Complexity</th>
<th>Tier Two, Low Complexity</th>
<th>Tier Two, High Complexity</th>
<th>Tier One, Minimum Complexity</th>
<th>Tier One, Low Complexity</th>
<th>Tier One, High Complexity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production Database Size[^1]</td>
<td>1 TB</td>
<td>3 TB</td>
<td>7 TB</td>
<td>1 TB</td>
<td>3 TB</td>
<td>7 TB</td>
</tr>
<tr>
<td>RAC</td>
<td>No RAC</td>
<td>No RAC</td>
<td>RAC (4 Nodes)</td>
<td>No RAC</td>
<td>No RAC</td>
<td>RAC (4 Nodes)</td>
</tr>
<tr>
<td>Program Modules</td>
<td>&lt;=15</td>
<td>&lt;=20</td>
<td>&gt;20</td>
<td>&lt;=15</td>
<td>&lt;=20</td>
<td>&gt;20</td>
</tr>
<tr>
<td>Tier Types</td>
<td>&lt;=7</td>
<td>&lt;=7</td>
<td>&gt;7</td>
<td>&lt;=7</td>
<td>&lt;=7</td>
<td>&gt;7</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Monthly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Monthly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
<td>Annual</td>
<td>Semi-Annual</td>
<td>Annual</td>
<td>Annual</td>
<td>Semi-Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
<td>Annual</td>
<td>Semi-Annual</td>
<td>Annual</td>
<td>Annual</td>
<td>Semi-Annual</td>
</tr>
<tr>
<td>Enhanced Recovery Services</td>
<td>RPO</td>
<td>N/A</td>
<td>1 hour (24 hours for Hyperion or OBIEE with Essbase)</td>
<td>N/A</td>
<td>N/A</td>
<td>1 hour (24 hours for Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td></td>
<td>RTO</td>
<td>N/A</td>
<td>12 hours (24 hours for Hyperion or OBIEE with Essbase)</td>
<td>N/A</td>
<td>N/A</td>
<td>12 hours (24 hours for Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td>Disaster Recovery Testing Frequency</td>
<td>N/A</td>
<td>N/A</td>
<td>Annual</td>
<td>N/A</td>
<td>N/A</td>
<td>Annual</td>
</tr>
<tr>
<td>Maximum</td>
<td>Tier Two, Minimum Complexity</td>
<td>Tier Two, Low Complexity</td>
<td>Tier Two, High Complexity</td>
<td>Tier One, Minimum Complexity</td>
<td>Tier One, Low Complexity</td>
<td>Tier One, High Complexity</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------</td>
<td>--------------------------</td>
<td>---------------------------</td>
<td>----------------------------</td>
<td>--------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>Cloud Service Units included with Your initial purchase of the Services</td>
<td>15</td>
<td>25</td>
<td>50</td>
<td>15</td>
<td>25</td>
<td>50</td>
</tr>
<tr>
<td>Business Transaction Monitoring</td>
<td>Monitoring of 1 Login Transaction</td>
<td>Monitoring of 1 Login Transaction</td>
<td>Monitoring of 1 Login Transaction</td>
<td>Monitoring of 1 Login Transaction</td>
<td>Monitoring of 1 Login Transaction</td>
<td>Monitoring of 1 Login Transaction</td>
</tr>
</tbody>
</table>

(1) Production Database Size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment. The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive and other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database.

1. The MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Services, are available only for the following Oracle Programs: Flexcube Universal Banking (UBS), Oracle Banking Digital Experience (OBDX), Oracle Financial Services Lending & Leasing, Oracle Financial Services Analytical Applications, and Oracle Financial Services Revenue Management and Billing, including Oracle Business Intelligence (BI) Publisher for Financial Services Applications.

2. The MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Services are available only for the following Oracle Programs: Oracle Life Sciences Data Hub and Oracle Health Sciences Data Management Workbench.

The MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Services and MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Services are subject to the following constraints:

<table>
<thead>
<tr>
<th>Maximum</th>
<th>MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Part # B88439</th>
<th>MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Part # B88440</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
<td>Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
<td>Annual</td>
</tr>
</tbody>
</table>

E. **Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days\(^1\) per resource role set forth in Your order (“Supplemental Resources”) to assist
with one or more of the following activities in furtherance of the services provided under Your order for *Oracle Managed IaaS Services*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day)

F. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. Your Obligations:

   a. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies and this service description.
   
   b. You are responsible for procuring and maintaining for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
   
   c. You are required for procuring the amount of Oracle Storage Cloud Service required for Oracle to perform backups of Your data, at the pre-defined intervals.
   
   d. You are responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.
   
   e. You shall manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs.
   
   f. Specifically for MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service:
      
      (i) You must purchase and maintain for the duration of the Services the following for the Environment for which You purchase the Services:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88478</td>
<td>MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>
(ii) You must purchase and maintain for the duration of the Services one of the following for the Environment for which You purchase Services:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88472</td>
<td>MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS</td>
</tr>
<tr>
<td>B88473</td>
<td>MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS</td>
</tr>
</tbody>
</table>

(iii) For Environments for which You allow external DMZ access, You must purchase and maintain for the duration of the Services the following for the Environment for which You purchase the Services:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88477</td>
<td>MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

(iv) You acknowledge that additionally Oracle highly recommends that You purchase and maintain for the duration of the Services the following for the Environment for which You purchased Services:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88475</td>
<td>MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

(v) You are responsible for (a) configuration of AEOD functions, including input data values and sequence; (b) changes to the EOC process and AEOD configurations; (c) issues with the AEOD function related to Your business processes and data; and (d) manual performance of EOC functions, as required.

2. Service Assumptions:

   a. Production database size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment (the “Production Database Size”). The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive and other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database.
MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B86072/892087</td>
<td>MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

A. Description of Services

MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (the “Services”) consists of the following activities for one of Your Non-Production Environments in which the Oracle Managed Applications Unlimited reside and for which you have purchased the Services. None of the Services below require the additional purchase of cloud service units.

1. Service planning reviews intended to coordinate Your planned activities.

2. The following policies as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies:
   a. Oracle Managed Cloud Security Policy
   b. Oracle Managed Cloud Access Management Policy
   c. Oracle Managed Cloud Configuration Management Policy
   d. Oracle Managed Cloud Incident and Problem Management Policy
   e. Oracle Managed Cloud Service Monitoring Policy and Oracle Pulse
   f. Oracle Managed Cloud Capacity Management and Performance Advisory Policy
   g. Oracle Managed Cloud Change Management Policy consisting of the following
      (i) Installation and/or configuration of Oracle Programs;
      (ii) Installation of software patches which repair or modify existing functionality or maintain currency alignment with legislative requirements;
      (iii) Installation and/or update of Co-resident Third Party Programs, CEMLIs, and operating system printer queues;
      (iv) Execution of read-only scripts and/or data fix scripts or SQL updates (Note: updates to base tables must be made via scripts authorized by Oracle Support);
      (v) Database space and object management related to space utilization, database layout, Oracle physical file mapping, and free space fragmenting;
      (vi) Refreshes that copy database and full application code from a Non-Production Source Environment to a to Non-Production Target Environment, including post Refresh steps;
      (vii) Startup, shutdown, and/or recycle of the application and/or database in Your Non-Production Environment;
      (viii) Assistance with database and application configuration changes based on Oracle recommended practices and suggestions from Oracle Support;
      (ix) Backup of Your Non-Production Environment consisting of a copy of the database and complete application code tree, including verification of the backup for consistency and usability in case of recovery in accordance with the following backup schedule:

<table>
<thead>
<tr>
<th>Backup Type</th>
<th>Backup Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database and code tree</td>
<td>• Daily backups retained for one week</td>
</tr>
</tbody>
</table>
Weekly backups retained for four weeks
• Archive logs
• Daily backups retained for one day

(x) Export to, or import of, a database, partition, and/or table using Oracle database or application utilities; and

(xi) Data load using Oracle utilities and providing data load results, including logs and error messages.

h. **Oracle Managed Cloud Service Continuity Policy** for Oracle Programs, Required Software, and Co-resident Third Party Programs (collectively, “the Managed Software”) in Your Non-Production Environment designed to recover the Services in the event of hardware failure or human error:
   - Configuration of the Services for automated backup, including configuration of OCI components; and
   - Assistance with recovery of database and application functionality from backups as required

i. Service Level Objectives as described in the following table:
   - **Service Level Target:** The level of performance that Oracle endeavors to achieve on a monthly basis.
   - **Service Request Response Time:** The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR (“Time to Respond”). The Time to Respond commences when You submit the SR via My Oracle Support.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request Response Time</td>
<td>&lt;= 2 hours</td>
</tr>
</tbody>
</table>

B. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, *Appendix 1: Oracle Managed Cloud Service Delivery Policies*, and this Service Description.

2. You are responsible for procuring and maintaining for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services. Oracle is not responsible for adverse impacts experienced by the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.
3. You are responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in Your Non-Production Environment.

4. You are responsible for analysis and resolution of Incidents caused by Co-resident Third Party Programs.

5. You shall manage access and application responsibility privileges of all End Users of the Oracle Programs.

**MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87416/B92086</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service</td>
</tr>
</tbody>
</table>

**A. Description of Services**

MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service (“Services”) consists of:

1. **Oracle Managed Cloud Enhanced Recovery Policy** as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies.

**B. Service Maximums**

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>RPO</td>
<td>1 hour (24 hours for Oracle Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td>RTO</td>
<td>12 hours (24 hours for Oracle Hyperion or OBIEE with Essbase)</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>Annual</td>
</tr>
</tbody>
</table>

**C. Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies, and this service description.
2. You are responsible for procuring and maintaining for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity to achieve disaster recovery service objectives.

3. You are responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.

4. You shall manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs

**MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87805/B92085</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services</td>
</tr>
</tbody>
</table>

**A. Description of Services**

Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services (the “Services”) consist of:

1. Use of Oracle’s Real Application Cluster (RAC) software within Your Cloud Service environment for up to four (4) RAC Nodes in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

   **Pre-Requisite Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87414/B92079</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity</td>
</tr>
<tr>
<td>B86068/B92083</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity</td>
</tr>
<tr>
<td>B87415/B92082</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity</td>
</tr>
<tr>
<td>B86070/B92080</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity</td>
</tr>
</tbody>
</table>

**B. Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. You must purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.

2. The associated amount of OCI required to provide RAC Support Service
MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88893</td>
<td>MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Basic</td>
</tr>
<tr>
<td>B88973</td>
<td>MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Custom</td>
</tr>
<tr>
<td>B87499</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day</td>
</tr>
<tr>
<td>B87500</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day</td>
</tr>
<tr>
<td>B87501</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day</td>
</tr>
<tr>
<td>B87502</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Cloud Helpdesk for Applications Unlimited (the “Services”) consists of the Services described herein for the Identified Oracle Programs (as defined below) in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

Pre-Requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92633</td>
<td>MCS - Oracle Managed Enterprise Application Cloud - Base, Configurable</td>
</tr>
<tr>
<td>B92577/B92630</td>
<td>MCS – Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B90622</td>
<td>MCS – Oracle Managed Application Cloud – Base – Managed Hosted Environment</td>
</tr>
<tr>
<td>B91370</td>
<td>MCS – Oracle Managed Application Cloud – Base, Custom</td>
</tr>
<tr>
<td>B87414</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity</td>
</tr>
<tr>
<td>B86068</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity</td>
</tr>
<tr>
<td>B87415</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity</td>
</tr>
<tr>
<td>B86071</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity</td>
</tr>
<tr>
<td>B86070</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity</td>
</tr>
<tr>
<td>B86069</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity</td>
</tr>
<tr>
<td>B86633</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom</td>
</tr>
</tbody>
</table>

The Services consist of:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and Service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify (a) the specific Oracle Programs subject to the Services (“Identified Oracle Programs”), (b) Your CEMLI's subject to
the Services ("Identified CEMLIs"), (c) the critical business processes to be monitored ("Critical Business Processes"), and (d) the Oracle Managed Applications Unlimited Service Offering(s) subject to the Services ("Identified Supported Service Offerings"). The plan also will provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request System in the Service Maximums table. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.

3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Service Maximums table below.

4. Receiving and managing the following types of Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request System in the Service Maximums table for the Services (the “Request System”):
   a. Type 1: Standard Functional Support SR
   b. Type 2: Complex Functional Support SR
   c. Type 3: Standard CEMLI SR
   d. Type 4: Complex CEMLI SR
   e. Type 5: New CEMLI SR

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the Oracle Cloud Service Unit Catalog.

- For each SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the Oracle Cloud Service Unit Catalog.
- You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

5. Oracle Managed Cloud Service Level and Availability Management Policy as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies, excluding Application Availability Service Level, and including the following for the Oracle Managed Cloud Helpdesk Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for Services under this service description to be credited based on the credit criteria.
<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
</table>
| Service Request Resolution Time for Severity Level 1 SRs | ▪ Severity Level 1, Type 1 SRs: 8 hours  
▪ Severity Level 1, Type 2 SRs: 8 hours  
▪ Severity Level 1, Type 3 SRs: 12 hours  
▪ Severity Level 1, Type 4 SRs: 12 hours | <90% of Severity 1 Level SRs resolved within target | 1.5% |
| Service Request Resolution Time for Severity Level 2 SRs | 24 hours | <90% of Severity 2 Level SRs resolved within target | 1.5% |
| Service Request Response Time | Severity Level 1: 30 minutes  
Severity Level 2: 60 minutes  
Severity Level 3: 8 hours  
Severity Level 4: 24 hours | <90% of Service Requests responded to within target | None |
| Performance Against Service Description | Performance of the Services in accordance with this Oracle Managed Cloud Helpdesk for Applications Unlimited Service Description | As described under Performance Against Service Description | As indicated in Performance Against Service Description Section below |

**Service Request Response Time**

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR (“Time to Respond”). The Time to Respond commences when an SR is entered into the applicable queue in the Request System.

The Service Request Response Time Service Level shall be measured on a monthly basis calculated in accordance with the following formula:

\[
\text{Service Request Response Time} = \left( \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right) \times 100
\]

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The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Oracle Managed Cloud Helpdesk for Applications Unlimited Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Services provided in such month.

**Exclusions**

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs as documented in the exclusion section in the Oracle Managed Cloud Service Level and Availability Management Policy; (b) is caused by a failure of You to perform Your obligations set forth in this Service Description; (c) occurs in a month when You have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table.

**B. Mix of Severity Levels**

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Percentage of SRs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
<td>20% of all Your SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional Cloud Services Units (defined in the Service Maximums Section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs, or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

**C. Service Maximums**

The Services are subject to the following constraints (the “Service Maximums”).

<table>
<thead>
<tr>
<th>Service Type</th>
<th>MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR Types 1-5</td>
<td>Part# B88893</td>
</tr>
</tbody>
</table>
### Service Type

<table>
<thead>
<tr>
<th>Primary Hours of Operation</th>
<th>Severity Level 1 SRs and Critical Business Process Monitoring</th>
<th>24x7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Language</td>
<td>U.S. English</td>
<td></td>
</tr>
<tr>
<td>Initiation Phase</td>
<td>2 months</td>
<td></td>
</tr>
<tr>
<td>Identified CEMLIs</td>
<td>200</td>
<td></td>
</tr>
<tr>
<td>Service Request System</td>
<td>My Oracle Support</td>
<td></td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Monthly</td>
<td></td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
<td>Weekly</td>
<td></td>
</tr>
<tr>
<td>Cloud Service Units¹</td>
<td>500 per year</td>
<td></td>
</tr>
<tr>
<td>Critical Business Processes</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

¹ Cloud Service Unit consumption is expected to remain level from month-to-month

### Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days¹ per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Managed IaaS Services:

1. Coordination and planning of Initiation Phase activities

2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR

3. Account and Service Reviews

4. Local language support

¹ A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day)

### Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and assumptions:
1. You must purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.

2. If the Request System will be Your ticketing system, You must (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate Cloud Service Unit tracking and balance reconciliation of Cloud Service Units.

3. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

4. During the Initiation Phase, You must provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including Critical Business Processes; (c) ticketing system, if identified as the Service Request System in the Service Maximums table for the Services; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Services.

5. You shall provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Services.

6. You must provide source code repository access to Oracle for the Identified CEMLIs.

7. You acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Services.

8. You acknowledge that Type 5 SRS are not Severity 1 SRs and Oracle will work Type 5 SRs during hours of operation 8x5.

9. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.

10. You shall identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Services.
MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited - Extended Support Coverage

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88894</td>
<td>MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic – Extended Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B88895</td>
<td>MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic – Extended Coverage 24 Hours x 7 Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic - Extended Coverage (the “Services”) consists of:

1. Extension of the Primary Hours of Operation for SR Types 1-4 provided with Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic

B. Service Maximums

The Services are subject to the following constraints (the “Service Maximums”).

<table>
<thead>
<tr>
<th>Maximum</th>
<th>Primary Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extended Coverage 16 Hours x 5 Days (Part# B88894)</td>
<td>16 x 5</td>
</tr>
<tr>
<td>Extended Coverage 24 Hours x 7 Days (Part# B88895)</td>
<td>24 x 7</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

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

1. You must purchase and maintain for the duration of the Services the following:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88893</td>
<td>MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Basic</td>
</tr>
</tbody>
</table>
A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide Managed Database as a Service services (the “Managed DBaaS Services”) for Oracle’s database software executing with Oracle Database as a Service (“DBaaS”) on Oracle Cloud Infrastructure (“OCI”) for which You have separately purchased a subscription (“Your Subscription”). The Managed DBaaS Services are available only for Your Subscription and are deployed for the number and type of databases in accordance with Attachment A of the exhibit (the “Managed DB Environments”).

Oracle will:

1. Provision and configure the Managed DB Environments in accordance with Attachment A of the exhibit.

2. Apply routine patches and updates of the compute node for bare metal (“BM”) configurations and compute node user domain DomU for virtual machine (“VM”) configurations in accordance with the Service Maximums Table below or at Oracle’s sole discretion for events associated with critical or urgent business requirements.

3. Use the assigned Oracle Cloud Administrator roles and privileges to provide the Managed DBaaS Services for the Managed DB Environments as described in the following sections of the Oracle Managed Cloud Service Delivery Policies published in Appendix 1 of the Oracle Managed Cloud Services Service Descriptions (the “Delivery Policies”). The Oracle Managed Cloud Services Service Descriptions are available at oracle.com/contracts.

   a. Oracle Managed Cloud Security Policy for Oracle Database as a Service programs.

   b. Oracle Managed Cloud Access Management Policy, including managing administrative access for Your Subscription using the Oracle Cloud Administrator role that includes the following activities/tasks in accordance with the Service Maximums Table below:

      (i) Setting up new users and application privileges for each Managed DB Environment;

      (ii) Administration (adding, removing, and changing) of users and application privileges for each Managed DB Environment.

   c. Oracle Managed Cloud Change Management Policy, including the following activities/tasks upon Your request in accordance with the Service Maximums Table below or at Oracle’s sole discretion for events associated with critical or urgent business requirements:

      (i) Installation, configuration, and administration of the Oracle Database as a Service software components and the Managed DB Environments;

      (ii) Changes to existing configurations of the Managed DB Services and database connections;

      (iii) Scaling or bursting (BM only) of the compute capacity for Your Managed DB Environments.
(iv) Installation of software patches which repair or modify existing functionality or maintain alignment with current business requirements.

d. Oracle Managed Cloud Configuration Management Policy

e. Oracle Managed Cloud Release Management Policy, including planning of quarterly updates to the Oracle Database as a Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability and/or regulatory compliance. Bundled changes and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the Service Maximums table.

f. Oracle Managed Cloud Incident and Problem Management Policy, including response to and resolution of individual incidents, associated Service Request ("SR") tracking, problem identification, and Root Cause Analysis.

g. Oracle Managed Cloud Service Monitoring Policy, using monitoring features that are made available as part of the Managed DBaaS Services to monitor the Managed DB Environments, including automated health checks.

h. Oracle Managed Cloud Capacity Management and Performance Advisory Policy

i. Oracle Managed Cloud Service Continuity Policy, including weekly full and daily incremental backups and retention of archive logs for 30 days, limited to Production Environments and Production Support Environments, and requiring object storage for backups provided by You, which is usually 7 times the amount of database storage in use.

j. Oracle Managed Cloud Continual Service Improvement Policy

k. Oracle Managed Cloud Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.

- **Service Level Credit %**. The percentage of monthly recurring fees paid by You for the Managed DBaaS Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Availability</td>
<td>99.5%</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td>Service Request (SR) Response Time</td>
<td>SR Severity Level 1 &lt;=15 minutes SR Severity Level 2 &lt;=4 hours</td>
<td>&lt;90% of SRs responded to within target</td>
<td>None</td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Managed DBaaS Services in accordance with this Service Description</td>
<td>As described in Appendix 1</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

- **Service Availability Service Level**
  
The Service Availability Service Level consists of the measurement of the percentage of time that the individual Managed DB Environments is available for
access and use by You to conduct production business operations ("Production Environments"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\left\{ \frac{\text{Total minutes in a calendar month} \times \text{number of Production Environments}}{\text{Total minutes in the calendar month} \times \text{number of Production Environments}} \times 100 \right. \\
\left. \text{- Sum of Unplanned Outage (caused by component or Infrastructure failure minutes measured for each Production Environment in such month)} \right\}
\]

Only Severity Level 1 Unplanned Outages caused by Managed DB Service failures of a Production Managed DB Environments shall be used to calculate Oracle’s monthly performance against the Managed DB Environments Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Delivery Policies or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Availability calculation. A Production Environments must have at least one associated Production Support Environment for service level credits to be applicable.

- **Service Request Response Time Service Level**
  The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environments ("Time to Respond"). The Time to Respond commences when one of the following occurs:

  - Customer submits the Service Request via My Oracle Support
  - Oracle detects the Incident and logs the Incident as an SR in My Oracle Support
  - An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

  SRs for which the root cause is subject to exclusion per the Delivery Policies or that occur in a Production Environments during a Stabilization Period shall not be included in the Time to Respond calculation.

- **Performance Against Delivery Policies Service Level**
  The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Service Availability Service Level in connection with the Managed DBaaS Services provided in such month.

**B. Service Maximums**

The Managed DBaaS Services are subject to the following constraints (“Service Maximums”).

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

**Service Maximums**
<table>
<thead>
<tr>
<th>Type</th>
<th>1-9 Databases</th>
<th>10-20 Databases</th>
<th>20+ Databases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patching requests per month</td>
<td>One</td>
<td>Two</td>
<td>Up to four</td>
</tr>
<tr>
<td>Scaling and bursting (BM only) requests per month</td>
<td>One</td>
<td>Two</td>
<td>Up to four</td>
</tr>
<tr>
<td>Change and configuration administration tasks per month</td>
<td>Up to four (4)</td>
<td>Up to ten (10)</td>
<td>Up to sixteen (16)</td>
</tr>
<tr>
<td>User access and privilege configuration and administration tasks per month</td>
<td>Up to four (4)</td>
<td>Up to ten (10)</td>
<td>Up to sixteen (16)</td>
</tr>
<tr>
<td>RAC</td>
<td>VM only (included with Extreme Performance OCPU subscription or a sufficient number of Customer provided RAC licenses)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Database Encryption</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Initial Transparent Data Encryption (TDE) configuration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• One (1) key rotation per year for TDE databases (Keys are maintained in Oracle Wallet)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annually</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annually</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Managed DBaaS Services depends upon the following obligations and assumptions:

1. Your Obligations

   a. For MCS - Oracle Managed Database as a Service – Bundled Base (part #B92801), purchase and maintain for the duration of the Managed DBaaS Services one or more of the following services (the “Pre-requisite Service”):

      (i) The following:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87029</td>
<td>MCS - Managed Java Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B86730</td>
<td>MCS - Managed Java Cloud Service – Custom</td>
</tr>
<tr>
<td>B88441</td>
<td>MCS - Managed SOA Cloud Service, Custom</td>
</tr>
<tr>
<td>B92478/B92696</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Bundled Base</td>
</tr>
<tr>
<td>B92479/B92697</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92577/B92630</td>
<td>MCS - Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B92490/B92707</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service – Bundled Base Per Rack</td>
</tr>
<tr>
<td>B92489/B92706</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack</td>
</tr>
<tr>
<td>B90045/B90153</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
</tbody>
</table>
(ii) Any service/part number described by the following service descriptions within this Oracle Managed Cloud Services Service Description document

- MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

b. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, the Delivery Policies, and this Service Description.

c. Procure and maintain for the duration of the Managed DBaaS Services adequate capacity for the performance of the Managed DBaaS Services and Your Subscription.

d. Perform all required end-2-end testing to validate that the Managed DBaaS Service platform is configured securely and correctly.

e. Separately purchase services to migrate content to the Managed DB Environments, if required and subject to additional fees.

f. Develop applications and application logic.

g. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.

h. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed DB Environments.

i. Separately purchase upgrades for the database software subject to additional fees.

2. Service Assumptions

a. The Managed DBaaS Services are available only on Oracle Cloud infrastructure (OCI) or newer.

b. The Managed DBaaS Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Enterprise Application Cloud

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92577/B92630</td>
<td>MCS – Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B92633</td>
<td>MCS – Oracle Managed Enterprise Application Cloud – Base, Configurable</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following services for one (1) or more Oracle enterprise application(s) (the “Oracle Managed Applications”) on
Oracle Cloud Infrastructure in accordance with the Service Maximums table in Section B of this Service Description (the “MEAC Services”):

1. Provide the MEAC Services for each Oracle Managed Application that resides in Your Production Environment, Production Support Environment, Non-Production Environments, DR Environment, Pristine Environment, and/or Demo Environment, in accordance with the Service Maximums table in Section B.

2. Provide the MEAC Services for additional Non-Production Environments, DR Environments, Pristine Environments, and/or Demo Environments, in accordance with Section B.

3. Provision and manage the services required to run the environments for the Oracle Managed Applications hosted on OCI for which You have separately purchased a subscription (“Your Subscription”) and in accordance with Section B below.

4. Manage the Oracle Technology Stack in accordance with the Managed Enterprise Application Cloud Minimum Architecture Requirements (available at https://support.oracle.com by searching on Document ID 784630.1) and as required to support Your Third Party Programs integrated with Your Oracle Managed Application environment, and/or other additional shared services required for the Oracle Managed Application.

5. Provide up to the number of vulnerability assessment scans, identified in Section B, of the virtual machines and database systems for the Production Environment and Production Support Environment of one (1) Oracle Managed Application identified by You as follows:
   a. Implement external and internal security vulnerability scans of the virtual machines and database systems for the Production Environment and Production Support Environment (the “Vulnerability Scan”).
   b. Deliver a scan report based on the security vulnerability scans identified in Section A.5.a. above, in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
   c. Provide a summary and technical analysis report during a Service Review that details applicability, risk and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies.

6. Provide the services as described in the following sections of Appendix 1: Oracle Managed Cloud Service Delivery Policies:
   a. Oracle Managed Cloud Security Policy
   b. Oracle Managed Cloud Access Management Policy
   c. Oracle Managed Cloud Change Management Policy
   d. Oracle Managed Cloud Configuration Management Policy
   e. Oracle Managed Cloud Release Management Policy, including the following:
      (i) Periodic Maintenance Plan (PMP) at the following intervals:

<table>
<thead>
<tr>
<th>Maximum Interval between Installations</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>• Mandatory or emergency patching</td>
</tr>
</tbody>
</table>
Quarterly • Legislative updates

Semi-Annual • Critical Patch Updates  
• Technology Stack updates  
• Application patch sets that do not affect functionality  
• Implementation of system assessment recommendations

f. Oracle Managed Cloud Incident and Problem Management Policy  
g. Oracle Managed Cloud Service Monitoring Policy  
h. Oracle Pulse  
i. Oracle Managed Cloud Capacity Management and Performance Advisory Policy  
j. Oracle Managed Cloud Service Continuity Policy, including daily backups and retention of archive logs for 30 days, limited to Production and Production Support Environments.  
k. Oracle Managed Cloud Continual Service Improvement Policy  
l. Oracle Managed Cloud Enhanced Recovery Policy  
m. Oracle Managed Cloud Service Decommission Policy  
n. Oracle Managed Cloud Service level and Availability Management Policy, including the following:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.  
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.  
- **Service Level Credit %**. The percentage of monthly fees for the MEAC Services to be credited based on the credit criteria.

Oracle will provide the applicable Application Availability Service Level Target in accordance with the Managed Services Exhibit, if applicable.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Availability</td>
<td>99.5%</td>
<td>&gt;=99.0% and &lt; 99.5%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt;99.0%</td>
<td>5%</td>
</tr>
<tr>
<td>Service Request Resolution Time</td>
<td></td>
<td>&lt;90% of SRs resolved within target</td>
<td>3%</td>
</tr>
<tr>
<td>Severity Level 1</td>
<td>4 hours (Unplanned Outage caused by Infrastructure and/or component)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>24 hours (Service Interruption (functional failure))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Level</td>
<td>Service Level Target</td>
<td>Credit Criteria</td>
<td>Service Level Credit %</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>----------------------</td>
<td>----------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Service Request Resolution Time</td>
<td>96 hours</td>
<td>&lt;90% of SRs resolved within target</td>
<td>2%</td>
</tr>
<tr>
<td>Severity Level 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Against Delivery</td>
<td>Performance of the Services in accordance with Appendix 1: Oracle Managed Cloud Service Delivery Policies</td>
<td>As described in Appendix 1</td>
<td>As indicated below</td>
</tr>
<tr>
<td>Policies</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Requires deployment of additional OCI components in accordance with the Managed Enterprise Application Cloud Minimum Architecture Requirements

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the MEAC Services for the month in which the Service Level Credit accrued.

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the fees paid for the MEAC Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the MEAC Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the MEAC Services provided in such month.

B. Service Maximums:

The MEAC Services are subject to the following constraints (the “Service Maximums”).

Changes to Service Maximums for part # B92633 – MCS – Oracle Managed Enterprise Application Cloud, Base Configurable will be documented in the Managed Services Exhibit, as applicable.

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Oracle Managed Applications</td>
</tr>
<tr>
<td>OCPU (Compute and Database Systems)</td>
</tr>
<tr>
<td>Storage (Block and File System)</td>
</tr>
<tr>
<td>Type</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>Database</td>
</tr>
<tr>
<td>Compute</td>
</tr>
<tr>
<td>Number of RAC Nodes</td>
</tr>
<tr>
<td>Refresh data from the Production Environment</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
</tr>
<tr>
<td>Enhanced Recovery Services</td>
</tr>
<tr>
<td>RPO</td>
</tr>
<tr>
<td>RTO</td>
</tr>
<tr>
<td>Testing Frequency</td>
</tr>
<tr>
<td>Vulnerability Scans</td>
</tr>
</tbody>
</table>

C. **Obligations and Assumptions**

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

1. **Your Obligations:**
   a. Identify the Oracle Managed Applications, in accordance with [Section B](#).
   b. Procure and maintain for the duration of the MEAC Services the Oracle Cloud Infrastructure components as determined by Oracle and documented in the *Managed Enterprise Application Cloud Minimum Architecture Requirements* (available at [https://support.oracle.com](https://support.oracle.com) by searching on [Document ID 784630.1](https://support.oracle.com/document/784630.1)) to provide adequate computing capacity for the performance of the Oracle Programs associated with the MEAC Services, including any required shared services.
   c. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for
compliance by You and such third parties with the terms of the Agreement, order, Delivery Policies, and this Service Description.

d. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Services Environments.

e. Manage access and application responsibility privileges of all End Users of the Oracle Managed Applications and Third Party Programs integrated with Your Oracle Managed Applications environment(s).

f. Acknowledge that (i) You have separately acquired and will continue to maintain for the duration of the MEAC Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Cloud Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.

g. Procure and maintain for the duration of the MEAC Services, the quantity of licenses for the Oracle Database and/or subscription to Virtual Machine Database Systems or Exadata Cloud Service required to deliver the MEAC Services.

h. Perform post refresh activities for the Oracle Managed Applications and Third Party Software following a Refresh.

i. Provision and manage Your Third Party Software other than Co-resident Third Party Programs integrated with Your Oracle Managed Applications environment(s), including the performance of such Third Party Software.

j. Obtain at your sole expense any and all rights (including license rights) and consents from third parties necessary for Oracle and its subcontractors to access Third Party Software (including any Third Party Programs) or perform the MEAC Services.

2. Service Assumptions

a. Oracle will provide recommendations regarding sizing of Your Environments in accordance with the Managed Enterprise Application Cloud Minimum Architecture Requirements (available at https://support.oracle.com by searching on Document ID 784630.1) as required for Oracle to deliver the MEAC Services.

b. Any additional services resulting from changes to the scope of services identified in this Service Description will be addressed through the Change Control Process specified in the Ordering Document.

c. The MEAC Services do not include any activities that are not explicitly described in this Service Description.
## MCS - Oracle Managed Enterprise Application Cloud – Additional Managed OCPU or Storage

### A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed Enterprise Application Cloud – Additional Managed OCPU or Storage services (the “Services”):

1. Add Oracle managed compute B92578 – Oracle Managed Enterprise Application Cloud, Additional Managed OCPU or Oracle Managed storage B92579 – Oracle Managed Enterprise Application Cloud, Additional Managed Storage, separately purchased by You, to the Services Environment in accordance with and to supplement the established maximums of one of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

   **Pre-Requisite Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92577/B92630</td>
<td>MCS – Oracle Managed Enterprise Application Cloud – Base</td>
</tr>
</tbody>
</table>

   The added compute and/or storage subject to the Service Maximums table below, may be used for activities to maintain required application architecture of the Services Environment, including, but not limited to the following:

   a. scale or burst the Pre-Requisite Service;
   b. provision additional non-production environments; and
   c. provision additional required middleware, such as SOA for Oracle E-Business Suite, Third Party Software integrated with Your application environment, and/or other additional shared services.

2. Provide architecture sizing guidelines to assist you with planning future architecture needs.

3. Service Level and availability management as described in the Service Description for the Pre-Requisite Service.

   a. For purposes of calculating Service Levels, the monthly fees for the Services shall be added to the monthly fees defined in the Service Description for the Pre-Requisite Service.

---
B. Service Maximums

The Services are subject to the following constraints (the “Service Maximums”).

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity/Frequency</th>
<th>Quantity/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Part # B92578/892631</td>
<td>Part # B92579/892632</td>
</tr>
<tr>
<td>Usage Unit</td>
<td>1 OCPU</td>
<td>200 GB (Block or File System)</td>
</tr>
</tbody>
</table>

C. Obligations and Assumptions

1. Your Obligations:
   a. Purchase and maintain for the duration of the Services the Pre-Requisite Service.
   b. Purchase the additional quantities of Oracle Cloud Infrastructure components in accordance with Managed Enterprise Application Cloud Minimum Architecture Requirements (available at https://support.oracle.com by searching on Document ID 784630.1).
   c. Acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for necessary Oracle programs, including those for which the Managed Cloud Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
   d. Procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database and/or subscription to Virtual Machine Database Systems or Exadata Cloud Service required to deliver the Services.

2. Service Assumptions
   a. Oracle will provide recommendations regarding sizing of Your Environments in accordance with the Managed Enterprise Application Cloud Minimum Architecture Requirements (available at https://support.oracle.com by searching on Document ID 784630.1) as required for Oracle to deliver the Services.
   b. Any additional services resulting from changes to the scope of services identified in this Service Description will be addressed through the Change Control Process specified in the Ordering Document.
   c. The Services do not include any activities that are not explicitly described in this Service Description.
MCS - Oracle Managed Exadata Database Cloud Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92490/B92707</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service - Bundled Base Per Rack</td>
</tr>
<tr>
<td>B92489/B92706</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service - Standard Base Per Rack</td>
</tr>
<tr>
<td>B92491/B92708</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service - Cluster Per Rack</td>
</tr>
<tr>
<td>B92492/B92709</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service - Managed OCPU</td>
</tr>
<tr>
<td>B87511</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day</td>
</tr>
<tr>
<td>B87513</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed Exadata Database Cloud Service (the “Exa DB Services”) for the Oracle’s database software executing with Oracle Database Exadata Cloud (ExaDB Service on Oracle Cloud Infrastructure (ExaCS) or on Cloud at Customer (ExaCC) for which You have separately purchased a subscription (“Your Subscription”). The Exa DB Services are available only for the Exadata physical racks, VM clusters, and OCPUs identified in the Managed Services Exhibit for Your Subscription (the “Managed Exa DB Environments”):

1. Provision and configure the Managed Exa DB Environments with network connectivity in accordance with the Managed Services Exhibit and the Service Maximums table.

2. Apply routine patches and updates of the compute node user domain (DomU).

3. Use the assigned Oracle Cloud Administrator roles and privileges to provide the Exa DB Services as described in the following Sections of Exhibit 1(Oracle Managed Cloud Service Delivery Policies):


   b. Oracle Managed Cloud Access Management Policy, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Maintenance Frequency Table below:

      (i) Setting up new users and application privileges for each Exa DB Environment.
      (ii) Administration (adding, removing, and changing) of users and application privileges for each Exa DB Environment.

   c. Oracle Managed Cloud Change Management Policy, consisting of the following activities/tasks upon Your request in accordance with the Maintenance Frequency Table below or at Oracle’s sole discretion for events associated with critical or urgent business requirements:

      (i) Installation, configuration, and administration of the ExaDB Service software components and the Exa DB Environments
      (ii) Change tasks to existing configurations of the Exa DB Service and database connections
      (iii) Scaling or bursting of the compute capacity for Your Exa DB Environment.
      (iv) Installation of software patches which repair or modify existing functionality or maintain alignment with current business requirements.
(v) Configure and monitor database High Availability ("HA") components.

d. Oracle Managed Cloud Configuration Management Policy, including networking, platform, user, and task configurations in accordance with the Frequency Table.

e. Oracle Managed Cloud Release Management Policy, consisting of planning deployments of quarterly updates to the ExaDB Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability or regulatory compliance. Bundled task and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the table below (the “Maintenance Frequency”).

### Maintenance Frequency Table

<table>
<thead>
<tr>
<th>Activity/Task</th>
<th>Frequency per month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 - 49 OCPUs</td>
</tr>
<tr>
<td>Patching</td>
<td>Once</td>
</tr>
<tr>
<td>Scaling &amp; Bursting</td>
<td>Once</td>
</tr>
<tr>
<td>Change Tasks Administration</td>
<td>Twice</td>
</tr>
<tr>
<td>Change Task Configuration</td>
<td>Twice</td>
</tr>
<tr>
<td>User Access Administration</td>
<td>Twice</td>
</tr>
<tr>
<td>User and Privileges</td>
<td>Twice</td>
</tr>
<tr>
<td>Configuration</td>
<td></td>
</tr>
<tr>
<td>HA Database configuration</td>
<td>Once</td>
</tr>
</tbody>
</table>

f. Oracle Managed Cloud Incident and Problem Management Policy, consisting of response and resolution of individual incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis.

g. Oracle Managed Cloud Service Monitoring Policy, using monitoring features that are made available a part of the Exa DB Services.

h. Oracle Managed Cloud Capacity Management and Performance Advisory Policy for Your Subscription.

i. Oracle Managed Cloud Service Continuity Policy, including weekly full and daily incremental backups and retention of archive logs for 30 days, limited to Production Environments and Production Support Environments, and requiring object storage for backups provided by You, which is usually 7 times the amount of database storage in use.

j. Oracle Managed Cloud Continual Service Improvement Policy

k. Oracle Managed Cloud Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
• **Service Level Credit %**. The percentage of monthly recurring fees paid by You for the EXA DB Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform Availability</td>
<td>99.5%</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>99.7%&lt;sup&gt;1&lt;/sup&gt;</td>
<td>&lt;99.7%</td>
<td></td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Service Request Severity Level 1&lt;=15 minutes</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td>Service Request Severity Level 2&lt;=4 hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Exa DB Services in accordance with this section</td>
<td>As described in Appendix</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

<sup>1</sup> Requires deployment on Oracle Real Application Cluster (RAC) at a primary and secondary data center and Oracle Database Exadata Cloud Service – Extreme Performance Edition with Oracle Active DataGuard

• **Platform Availability Service Level**

The Platform Availability Service Level consists of the measurement of the percentage of time that the individual Managed Exa DB Environment is available for access and use by You to conduct production business operations (“Production Exa DB Environment”), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\text{Service Level Credit} = \frac{(\text{Total minutes in a calendar month} \times \text{number of Production Exa DB Environments} - \text{Sum of Unplanned Outage (caused by Exa DB Service failure) minutes measured for each Production Exa DB Environment in such month})}{\text{Total minutes in the calendar month} \times \text{number of Production Exa DB Environments}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Exa DB Service failures of a Production Exa DB Environment shall be used to calculate Oracle’s monthly performance against the Exa DB Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per Oracle Managed Cloud Service Delivery Policies or that occur in a Production Exa DB Environment during a Stabilization Period shall not be included in the Exa DB Environment Availability calculation. A Production Exa DB Environment must have at least one associated Production Support Environment for service level credits to be applicable.

• **Service Request Response Time Service Level**

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Exa DB Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:
Customer submits the Service Request via [My Oracle Support](https://support.oracle.com). Oracle detects the Incident and logs the Incident as an SR in [My Oracle Support](https://support.oracle.com). An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

SRs for which the root cause is subject to exclusion per Appendix 1: [Oracle Managed Cloud Service Delivery Policies](https://docs.oracle.com) or that occur in a Production Exa DB Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

- **Performance Against Delivery Policies Service Level**
  The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Exa DB Environment Availability Service Level in connection with the Exa DB Services provided in such month.

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### B. Service Maximums

The Exa DB Services are subject to the following constraints ("Service Entitlements").

#### Service Entitlements

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment Configuration</td>
<td>Single instance or clustered</td>
</tr>
<tr>
<td>RAC</td>
<td>Included (with Extreme Performance OCPU Subscription)</td>
</tr>
<tr>
<td>Security</td>
<td>Initial Transparent Data Encryption (TDE) configuration and wallet configuration</td>
</tr>
<tr>
<td>Database key rotation</td>
<td>One (1) per year</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
</tr>
</tbody>
</table>

---

### C. Supplemental Resource

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days¹ per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for [Oracle Managed Exadata Database Cloud Service](https://www.oracle.com):

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds

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¹ The number of days is dependent on the specific resource role and may vary depending on the order and agreement terms.
d. Guidance related to recommendations documented in the SR

3. Account and Service Reviews

4. Local language support

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Exa DB Services depends upon the following obligations and assumptions:

1. Your Obligations

a. For MCS - Oracle Managed Oracle Exadata Database Cloud Service – Bundled Base Per Rack (part #B92490/B92707), purchase and maintain for the duration of the Exa DB Services one or more of the following services (the “Pre-requisite Service”):

(i) The following:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87029</td>
<td>MCS - Managed Java Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B86730</td>
<td>MCS - Managed Java Cloud Service – Custom</td>
</tr>
<tr>
<td>B88441</td>
<td>MCS - Managed SOA Cloud Service, Custom</td>
</tr>
<tr>
<td>B92478/892696</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Bundled Base</td>
</tr>
<tr>
<td>B92479/892697</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92800</td>
<td>MCS - Oracle Managed Database as a Service - Standard Base</td>
</tr>
<tr>
<td>B92801</td>
<td>MCS - Oracle Managed Database as a Service - Bundled Base</td>
</tr>
<tr>
<td>B92577/892630</td>
<td>MCS - Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B90045/890153</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046/890154</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
<tr>
<td>B90156</td>
<td>MCS - Oracle Managed Identity Cloud Service, Custom</td>
</tr>
<tr>
<td>B92476/892670</td>
<td>MCS - Oracle Managed Integration Cloud – Standard Base</td>
</tr>
<tr>
<td>B92475/892669</td>
<td>MCS - Oracle Managed Integration Cloud – Bundled Base</td>
</tr>
</tbody>
</table>

(ii) Any service/part number described by the following service descriptions within this Oracle Managed Cloud Services Service Description document

- MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

b. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Oracle Managed Cloud Service Delivery Policies, and this service description.
c. Procure and maintain for the duration of the Exa DB Services adequate capacity for the performance of the Exa DB Services and Your Subscription.
d. Perform all required end-2-end testing to validate that the Exa DB Service platform is configured securely, and correctly.
e. Separately purchase services to migrate content to the Managed Exa DB Environments, if required and subject to additional fees.
f. Develop applications and application logic.
g. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
h. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed Exa DB Environments.
i. Separately purchase upgrades for the database software subject to additional fees.

2. Service Assumptions

   a. The Exa DB Services are available only on Oracle Cloud infrastructure (OCI) or newer.
   b. The Exa DB Services do not include any activities that are not explicitly described in this Service Description.

**MCS - Oracle Managed IaaS Service for Oracle Cloud Infrastructure**

<table>
<thead>
<tr>
<th>Part #:</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90834/B92331</td>
<td>MCS - Oracle Managed IaaS Service – Standard Base</td>
</tr>
<tr>
<td>B90836/B92330</td>
<td>MCS - Oracle Managed IaaS Service – OCPU</td>
</tr>
<tr>
<td>B90835/B92329</td>
<td>MCS - Oracle Managed IaaS Service – Bundled Base</td>
</tr>
<tr>
<td>B90991</td>
<td>MCS - Oracle Managed IaaS Service, Custom</td>
</tr>
<tr>
<td>B87499</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day</td>
</tr>
<tr>
<td>B87500</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day</td>
</tr>
<tr>
<td>B87501</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day</td>
</tr>
<tr>
<td>B87502</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

**A. Description of Services**

During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed IaaS Service on Oracle Cloud Infrastructure services (the “Services”) for virtual machines, operating systems, virtual cloud networking, and any related services or software included with Your separately purchased Oracle Infrastructure as a Service subscription (“Your Subscription”):

1. Provision and manage guest virtual machines (“Guest VMs”) and associated operating systems (“OS”), including, but not limited to, compute and storage, memory, and network connectivity, as applicable.

2. Make changes to the Guest VMs upon Your request (“Guest VM Provisioning Requests”), in accordance with the Service Maximums table in Section B (Service Maximums) below.

3. Provide the Services for the Guest VMs and associated OS as described in the following Sections of **Appendix 1: Oracle Managed Cloud Service Delivery Policies**.
a. **Oracle Managed Cloud Security Policy**
b. **Oracle Managed Cloud Access Management Policy**, consisting of management and control of access to infrastructure accounts, including OS accounts, providing administrative access where applicable, and creating and managing compartments in accordance with the Periodic Maintenance Plan table in Section A.3.e below.
c. **Oracle Managed Cloud Change Management Policy**, consisting of the following:
   (i) Installation and/or configuration of Oracle infrastructure software, including software required to provision operating system images using an Oracle Cloud Infrastructure (OCI) image.
   (ii) Infrastructure and OS patches which repair or modify existing functionality or maintain currency alignment with business requirements (“Patch Application Requests”). Patch Application Requests may be applied during the Maintenance Windows specified in the Periodic Maintenance Plan table or, at Oracle’s sole discretion for events associated with critical or urgent business requirements. The number of Patch Application Requests may not exceed the quantity specified in the Service Maximums table.
d. **Oracle Managed Cloud Configuration Management Policy**, including networking, virtual machine, and operating system configurations, in accordance with the Periodic Maintenance Plan table.
e. **Oracle Managed Cloud Release Management Policy**, consisting of planning deployments of Guest VMs, networking, and operating system updates that are intended to improve performance, security, availability, stability, manageability or regulatory compliance. Bundled updates are deployed during maintenance windows at a frequency based on the quantity of MCS - Oracle Managed IaaS Service – OCPU (part # B90836) purchased by You, as indicated in the following Periodic Maintenance Plan table.

### Periodic Maintenance Plan

<table>
<thead>
<tr>
<th>Maintenance Window</th>
<th>Maximum Available Maintenance Window Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quantity of MCS - Oracle Managed IaaS Service – OCPU (Part # B90836)</td>
</tr>
<tr>
<td>Change Management</td>
<td>2 per month</td>
</tr>
<tr>
<td>Access Management</td>
<td>2 per month</td>
</tr>
<tr>
<td>OS Configuration</td>
<td>2 per month</td>
</tr>
<tr>
<td>Network Configuration</td>
<td>2 per month</td>
</tr>
</tbody>
</table>

g. **Oracle Managed Cloud Service Monitoring Policy**, consisting of Guest VM monitoring, including networking, virtual machines, and operating systems.
h. **Oracle Managed Cloud Capacity Management and Performance Advisory Policy** for Your Subscription.
i. **Oracle Managed Cloud Service Continuity Policy**, consisting of VM image backup (“VM Image Backup”) and volume level restore of the VM image from backup (“VM Image Restore”) in accordance with the Service Maximums table.
j. **Oracle Managed Cloud Continual Service Improvement Policy**

k. **Oracle Managed Cloud Service level and Availability Management Policy, excluding Application Availability**, and including the following:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.

- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure Availability</td>
<td>99.5%</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Service Request Severity Level 1 &lt;= 15 minutes</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Service Request Severity Level 2 &lt;= 4 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Resolution Time</td>
<td>4 hours (Unplanned Outage caused by Infrastructure and/or component)</td>
<td>&lt;90% of SRs resolved within target</td>
<td>3%</td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Services in accordance with this section</td>
<td>As described in Appendix 1</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

- **Infrastructure Availability Service Level**

The Infrastructure Availability Service Level consists of the measurement of the percentage of time that the Guest VMs are available for access and use by You to conduct production business operations (“Production Guest VMs”), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\frac{\text{[Total minutes in a calendar month x number of Production Guest VMs]} - \text{Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Guest VMs in such month]}}{\text{Total minutes in the calendar month x number of Production Guest VMs}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Guest VM shall be used to calculate Oracle’s monthly performance against the Infrastructure Availability Service Level.
Incidents for which the root cause is subject to exclusion per Appendix 1 (Oracle Managed Cloud Service Delivery Policies) or that occur in a Production Guest VM environment during a Stabilization Period shall not be included in the Infrastructure Availability calculation.

- **Service Request Response Time Service Level**

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Guest VM ("Time to Respond"). The Time to Respond commences when one of the following occurs:

- Customer submits the Service Request via My Oracle Support
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

SRs for which the root cause is subject to exclusion per Appendix 1 (Oracle Managed Cloud Service Delivery Policies) or that occur in a Production Guest VM during a Stabilization Period shall not be included in the Time to Respond calculation.

- **Performance Against Delivery Policies Service Level**

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Infrastructure Availability Service Level MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

**B. Service Maximums**

The Services are subject to the following types and quantities ("Service Maximums").

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>Patch Application Requests</td>
</tr>
<tr>
<td>Guest VM Provisioning Requests</td>
</tr>
<tr>
<td>VM Image Backup</td>
</tr>
<tr>
<td>VM Image Backup Retention Period</td>
</tr>
<tr>
<td>VM Image Restore</td>
</tr>
<tr>
<td>Type</td>
</tr>
<tr>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
</tr>
</tbody>
</table>

C. **Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days\(^1\) per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for *Oracle Managed IaaS Services*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

\(^1\) A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. For MCS - Oracle Managed IaaS Service – Bundled Base service (part #B90835), You must purchase and maintain for the duration of the Services one or more of the following services (the “Pre-requisite Service”):
      i. The following:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92577</td>
<td>MCS – Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B90045</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
</tbody>
</table>
(ii) Any service/part number described by the following service descriptions within this Oracle Managed Cloud Services Service Description document

1. **MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services**
2. **Oracle Managed Cloud IaaS and PaaS Services**

b. You are responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1 (Oracle Managed Cloud Service Delivery Policies), and this service description.

c. You must procure and maintain for the duration of the Services: adequate compute, storage, and networking capacity, and an Oracle Infrastructure as a Service subscription.

d. You must procure and maintain for the duration of the Services the amount of object storage required for VM Image Backup, retention of VM Image Backups, and VM Image Restore.

e. You will use the access privileges provided by Oracle to install and manage Your applications.

f. You are responsible for provisioning and managing Third Party Software other than Co-resident Third Party Programs, including the performance of such Third Party Software.

g. You shall obtain, at your sole expense, any and all rights (including license rights) and consents from third parties necessary for Oracle and its subcontractors to access Third Party Software (including any Co-resident Third Party Programs) or perform the Services.

h. You acknowledge that operating system major release Upgrades are not included in the Services and that You must separately purchase such services.

2. Service Assumptions

a. The Services do not include any service that is not explicitly described in this Service Description.

---

**MCS - Oracle Managed Integration Cloud Service**

<table>
<thead>
<tr>
<th>Part #:</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92475/B92669</td>
<td>MCS - Oracle Managed Integration Cloud Service - Bundled Base</td>
</tr>
<tr>
<td>B92476/B92670</td>
<td>MCS - Oracle Managed Integration Cloud Service - Standard Base</td>
</tr>
<tr>
<td>B92477/B92671</td>
<td>MCS - Oracle Managed Integration Cloud Service - Hosted Environment</td>
</tr>
<tr>
<td>B87511</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day</td>
</tr>
<tr>
<td>B87513</td>
<td>Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

---

A. **Description of Services**
During the Managed Cloud Services Period defined in Your order, Oracle will provide the following Oracle Managed Integration Cloud Service (the “OIC Services”) for the Oracle Integration Cloud (OIC) Service for which You have separately purchased a subscription (“Your Subscription”). The OIC Services are available only for the number of environments identified in the Managed Services Exhibit for Your Subscription (the “Managed OIC Environments”):

1. Provision and configure the Managed OIC Environments identified in the Managed Services Exhibit. Each Managed OIC Environment will initially be provisioned with one (1) workflow, up to five (5) integrations, up to five (5) connections, and up to five (5) pre-installed adapters.

2. Use the assigned Oracle Cloud Administrator roles and privileges to provide the OIC Services as described in the following Sections of Exhibit 1 (Oracle Managed Cloud Service Delivery Policies):

   a. Oracle Managed Cloud Security Policy for OIC Service programs and Co-resident Third Party Programs.
   b. Oracle Managed Cloud Access Management Policy, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Frequency Table below:
      (i) Adding, removing, and changing administrative users for each OIC Environment.
   c. Oracle Managed Cloud Change Management Policy, excluding application of software patches and consisting of the following activities/tasks upon Your request in accordance with the Frequency Table below:
      (i) Provisioning, configuration, and administration of the OIC Environments
      (ii) Change tasks to existing configurations of the OIC Service and database connections
   d. Oracle Managed Cloud Configuration Management Policy
   e. Oracle Managed Cloud Release Management Policy, consisting of planning deployments of quarterly updates to the OIC Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability or regulatory compliance. Bundled task and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the table below (the “Maintenance Frequency”).

   Maintenance Frequency Table

<table>
<thead>
<tr>
<th>Activity/Task</th>
<th>Frequency per month</th>
<th>1-2 Managed OIC Environment</th>
<th>3-5 Managed OIC Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Tasks Administration</td>
<td>Twice</td>
<td>Twice</td>
<td>Up to 5 times</td>
</tr>
<tr>
<td>Change Task Configuration</td>
<td>Twice</td>
<td>Twice</td>
<td>Up to 5 times</td>
</tr>
<tr>
<td>User Access Administration</td>
<td>Twice</td>
<td>Twice</td>
<td>Up to 5 times</td>
</tr>
</tbody>
</table>

   f. Oracle Managed Cloud Incident and Problem Management Policy, consisting of response and resolution of individual incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis.
g. **Oracle Managed Cloud Service Monitoring Policy**, using monitoring features that are made available as part of the OIC Services.

h. **Oracle Managed Cloud Capacity Management and Performance Advisory Policy** for Your Subscription.

i. **Oracle Managed Cloud Continual Service Improvement Policy**

j. **Oracle Managed Cloud Service Level and Availability Management Policy**, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.

- **Service Level Credit %**. The percentage of monthly recurring fees paid by You for the OIC Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>OIC Environment Availability</td>
<td>99.5%</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Service Request Severity Level 1&lt;=15 minutes</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the OIC Services in accordance with this section</td>
<td>As described in Appendix</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

- **Oracle OIC Environment Availability Service Level**

The OIC Environment Availability Service Level consists of the measurement of the percentage of time that the individual Managed OIC Environment is available for access and use by You to conduct production business operations (“Production OIC Environment”), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\text{Service Level Credit} \% = \left( \frac{\text{Total minutes in a calendar month} \times \text{number of Production OIC Environments}}{- \text{Sum of Unplanned Outage (caused by OIC Service failure) minutes measured for each Production OIC Environment in such month}} \times 100 \right)
\]

Only Severity Level 1 Unplanned Outages caused by OIC Service failures of a Production OIC Environment shall be used to calculate Oracle’s monthly performance against the OIC Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per **Oracle Managed Cloud Service Delivery Policies** or that occur in a Production OIC Environment during a
Stabilization Period shall not be included in the OIC Environment Availability calculation. A Production OIC Environment must have at least one associated Production Support Environment for service level credits to be applicable.

- **Service Request Response Time Service Level**

  The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production OIC Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:

  - Customer submits the Service Request via [My Oracle Support](#)
  - Oracle detects the Incident and logs the Incident as an SR in [My Oracle Support](#)
  - An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

  SRs for which the root cause is subject to exclusion per Appendix 1: [Oracle Managed Cloud Service Delivery Policies](#) or that occur in a Production OIC Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

- **Performance Against Delivery Policies Service Level**

  The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the OIC Environment Availability Service Level in connection with the OIC Services provided in such month.

**B. Service Maximums**

The OIC Services are subject to the following constraints (“Service Maximums”).

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

### Service Maximums

<table>
<thead>
<tr>
<th>Type</th>
<th>Quantity/Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
</tr>
</tbody>
</table>

**C. Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for [Oracle Managed Integration Cloud Service](#):
1. Coordination and planning of Initiation Phase activities

2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR

3. Account and Service Reviews

4. Local language support

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the OIC Services depends upon the following obligations and assumptions:

1. Your Obligations

   a. For MCS - Oracle Managed Oracle Integration Cloud Service – Bundled Base (part # B92475/B92669), purchase and maintain for the duration of the OIC Services one or more of the following services (the “Pre-requisite Service”):

      1. (i) The following:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87029</td>
<td>MCS - Managed Java Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B86730</td>
<td>MCS - Managed Java Cloud Service – Custom</td>
</tr>
<tr>
<td>B88441</td>
<td>MCS - Managed SOA Cloud Service, Custom</td>
</tr>
<tr>
<td>B92478/B92696</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Bundled Base</td>
</tr>
<tr>
<td>B92479/B92697</td>
<td>MCS - Oracle Managed Analytics Cloud Service – Standard Base</td>
</tr>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92800</td>
<td>MCS - Oracle Managed Database as a Service - Standard Base</td>
</tr>
<tr>
<td>B92801</td>
<td>MCS - Oracle Managed Database as a Service - Bundled Base</td>
</tr>
<tr>
<td>B92577/92630</td>
<td>MCS - Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B92490/B92707</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service – Bundled Base Per Rack</td>
</tr>
<tr>
<td>B92489/B92706</td>
<td>MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack</td>
</tr>
<tr>
<td>B90045/B90153</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046/B90154</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
<tr>
<td>B90156</td>
<td>MCS - Oracle Managed Identity Cloud Service, Custom</td>
</tr>
</tbody>
</table>

   (ii) Any service/part number described by the following service descriptions within this Oracle Managed Cloud Services Service Description document
MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

b. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Oracle Managed Cloud Service Delivery Policies, and this service description.

c. Procure and maintain for the duration of the OIC Services adequate capacity for the performance of the OIC Services and Your Subscription.

d. Perform all required end-to-end testing to validate that the OIC Service platform is configured securely, and correctly.

e. Separately purchase services to migrate content to the Managed OIC Environments, if required and subject to additional fees.

f. Develop applications and application logic.

g. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.

h. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed OIC Environments

i. Be responsible for managing end user access and application privileges.

2. Service Assumptions

a. The OIC Services are available only on Oracle Cloud infrastructure (OCI) or newer.

b. The OIC Services do not include any activities that are not explicitly described in this Service Description.

**MCS - Oracle Managed Technical Administration Services on OCI**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92713</td>
<td>MCS – Oracle Managed Technical Administration Services – On OCI</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in your order, Oracle Managed Technical Administration Services on Oracle Cloud Infrastructure (OCI) consist of the services described herein (the “Tech Admin Services”) in accordance with the Managed Services Exhibit, including the following: (a) the specific Oracle Programs subject to the Tech Admin Services (the “Supported Oracle Programs”); (b) the number and type of environments subject to the Tech Admin Services (the “Identified Environments”); (c) the databases subject to the Tech Admin Services (the “Identified Databases”); and (d) the number of SRs related to EnterpriseOne Configurable Network Computing (“CNC”) issues if J.D. Edwards is identified as one of the Supported Oracle Programs (the “JDE CNC Support SRs”); and (e) the supported coverage hours for the respective Supported Oracle Programs (the “Support Coverage”).

For the purpose of the Tech Admin Services under this Service Description “Supported Programs” refers to both the Supported Oracle Programs and the Identified Databases that reside in the Identified Environments and Operating System.
The Tech Admin Services consist of:

1. A Technical Account Manager (“TAM”) that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.

2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Supported Programs and CEMLIs implemented in the Identified Environments (“Identified CEMLIs”); (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (e) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (f) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (g) change management and escalation processes. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit.

3. Incident management of Service Requests (“SRs”) related to the Tech Admin Services as submitted by Your level 1 help desk via My Oracle Support or Your ticketing system (the “Request System”) in accordance with the Managed Services Exhibit. Each SR must relate only to a single issue.
   a. Acknowledge and manage SRs received from Your help desk.
   b. Assign one of the Severity Levels identified in section 4 below to each SR based on the impact to Your business operations.
   c. Validate SRs and route SRs to the appropriate individual within Oracle.
   d. Coordinate with Your incident management team as required.
   e. Collect system data, such as trace files, log files, and diagnostic information, as necessary to support Incident resolution.
   f. Work on an open SR until one of the following occurs:
      (i) The underlying issue has been resolved
      (ii) A work-around has been implemented
      (iii) You and Oracle agree to close the SR.
      (iv) The SR is transferred to another group per the terms of this service description
      (v) The SR is determined by Oracle to be outside the scope of the Tech Admin Services and transferred back to Your help desk for reassignment to the appropriate team.
   g. Monitor progress of SRs and provide status updates throughout the Incident lifecycle.
   h. Escalate internally as required in response to urgency and business impact.
   i. Validate closure of Incident SRs.

**Severity Levels**

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Severity Level Assignment Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>Critical Business Impact. The problem causes complete loss of service for the Environment. Work cannot reasonably continue, the operation is mission critical to Customer’s business, and the situation is an emergency. A Severity Level 1 SR meets</td>
</tr>
<tr>
<td>Level 2</td>
<td><strong>Significant Business Impact.</strong> Incidents that result in part of the Environment being down, causing severe loss of service. No acceptable work-around is available; however, business operations in the Environment can continue to be conducted in a restricted manner.</td>
</tr>
<tr>
<td>Level 3</td>
<td><strong>Some Business Impact.</strong> The problem causes minor loss of service for the Environment. The impact is an inconvenience, which may require a work around to restore functionality.</td>
</tr>
<tr>
<td>Level 4</td>
<td><strong>Minimal Business Impact.</strong> The problem causes no loss of use of the Environment. The result is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the system within the Environment.</td>
</tr>
</tbody>
</table>

a. Downgrading Severity Levels: If an SR no longer warrants the Severity Level assigned based on its current impact on Your ability to use the Supported Programs for Your business operations, then the Severity Level will be downgraded to a lower Severity Level that most accurately reflects the current impact.

b. Upgrading Severity Levels: An SR may be upgraded to a higher Severity Level that most accurately reflects the current impact on Your ability to use the Supported Programs for Your business operations. You must provide Oracle with sufficient information to demonstrate the increased adverse impact of the issue on Your use of the Supported Programs.

4. Problem management activities for unknown root cause of a single Incident or multiple Incidents (a “Problem”) to address resolution and avoidance of Problems based on correction of the underlying error in the Identified Environment:

   a. Triage, troubleshoot, and address resolution of Problems described in SRs.
   b. Complete, submit, and review with You a Root Cause Analysis (“RCA”) report for Severity Level 1 Problem SRs that can be readily reproduced.
   c. Coordinate with You to facilitate the resolution of the Problem with other appropriate support team(s) or Oracle Support when a technical administration related Problem cannot be resolved by the Technical Administration Service Desk.

5. Change management activities for Supported Programs to reduce risk by (i) ensuring that Changes to the Identified Environments occur via a mutually agreed documented process; and (ii) documenting approvals of and events related to Changes to the Identified Environments.

   a. Install the Supported Programs in the Identified Environments.
   b. Patch the Identified Environments as required to maintain existing functionality.
      (i) Minor releases, upgrades, and patches which change the intended functionality of the Supported Programs are not part of the Tech Admin Services. You may purchase such Changes for additional fees.
   c. Analyze, recommend, and install Critical Patch Updates in the Identified Environments.
d. Promote CEMLIs following instruction submitted by You in an RFC.

e. Perform tasks that require administrative privileges for the Supported Programs in accordance with the Managed Services Exhibit:
   (i) Refreshes
   (ii) Backups and Restores
   (iii) Space allocation
   (iv) Purge routines
   (v) Environment configuration changes
   (vi) Security administration, including basic access controls

6. Availability management designed to maintain a consistent level of availability for the Identified Environments:
   a. Analyze recurring Unplanned Outages and make recommendations for improvements to the Identified Environments to increase availability.
   b. Coordinate Planned Outages for the Identified Environments.
   c. Monitor the Supported Programs using the monitoring tools identified in the Managed Services Exhibit:
      (i) Identify event threshold violations for proactive response.
      (ii) Detect and acknowledge Outages and initiate Incident response.
      (iii) Upon request, provide historical data such as operating system performance graphs as available
      (iv) Provide You with the list of monitored events for each Identified Environment.

7. Capacity management activities related to current and future capacity and performance considerations for the Identified Environments:
   a. For the Supported Programs
      (i) Monitor performance metrics and identify capacity issues.
      (ii) Make configuration Changes as required to maintain performance of the Supported Programs.

8. Service continuity management activities designed to permit recovery of the Supported Programs in the Identified Environments in the event of an Unplanned Outage:
   a. Assist with identifying file system components, including the database code tree and configuration files that require backup.
   b. Provide Restores (a reload of an image copy of database files and application files from a backup to the Environment from which the copy was made) in accordance with the Managed Services Exhibit.

9. Disaster Recovery (DR) testing activities designed to assist You with DR testing conducted by You once a year for the Disaster Recovery Environments identified in the Managed Services Exhibit, as applicable, limited to the following:
   a. Prepare a plan detailing the scope and success criteria for DR testing (the “DR Test Plan”).
   b. Coordinate activities identified in the DR Test Plan.
   c. Create a report summarizing the results of the executed DR Test Plan (the “DR Test Summary Report”).
B. Service Level and Availability Management:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Tech Admin Services under this Service Description to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment Availability</td>
<td>99.5%</td>
<td>&gt;99.0% and &lt; 99.5%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Service Request Resolution Time for</td>
<td>8 hours</td>
<td>&lt;90% of Severity 1 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
<tr>
<td>Severity Level 1 SRs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Resolution Time for</td>
<td>24 hours</td>
<td>&lt;90% of Severity 2 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
<tr>
<td>Severity Level 2 SRs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td></td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td>Severity Level 1: 30 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severity Level 2: 60 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severity Level 3: 8 hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severity Level 4: 24 hours</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Against Service Description</td>
<td>Performance of the Tech Admin Services in accordance with this Tech Admin Services Service Description</td>
<td>As described under Performance Against Service Description</td>
<td>As indicated in Performance Against Service Description Section below</td>
</tr>
</tbody>
</table>

- **Environment Availability Service Level**

The Environment Availability Service Level consists of the measurement of the percentage of time that the Production Environments identified in the Managed Services Exhibit (collectively, the “Production Environments”) are available for access and use by You to conduct business operations. Environment Availability is measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\frac{\text{Total minutes in a calendar month} - \text{Unplanned Outages of any of the Production Environment, in minutes, in such month}}{\text{Total minutes in the calendar month}} \times 100
\]
Only Severity Level 1 Unplanned Outages of a Production Environment shall be used to calculate Oracle’s monthly performance against the Environment Availability Service Level.

An “Unplanned Outage” means a complete loss of access to and use of a Production Environment that was not scheduled by Oracle or You and is caused by an Incident or Problem.

Unplanned Outages that affect multiple Production Environments shall be counted as the number of minutes of the Unplanned Outage; Unplanned Outage minutes are not accumulated across multiple Production Environments.

Incidents for which the root cause is subject to exclusion below or that occur in a Production Environment during a stabilization period shall not be included in the Environment Availability calculation

- **Service Request Resolution Time Service Level**

The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when an SR is entered into the queue in the Request System that is monitored by Oracle.

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the table above and calculated in accordance with the following formula:

\[
\frac{(\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month})}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \times 100
\]

SRs for which the root cause is subject to exclusions below or that occur in a Production Environment during a stabilization period shall not be included in the Service Request Resolution Time calculation.

- **Service Request Response Time Service Level**

The Service Request Response Time Service Level measures the elapsed time (during Support Coverage hours) taken for Oracle to acknowledge the receipt of an SR (“Time to Respond”). The Time to Respond commences when an SR is entered into the applicable queue in the Request System that is monitored by Oracle.

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

\[
\frac{(\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month})}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \times 100
\]
The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued.

- Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level, MINUS any Service Level Credit calculated under the corresponding Environment Availability Service Level in connection with the Tech Admin Services provided in such month.

Service Level Applicability

The applicability of, and Oracle’s obligations with respect to the measurement of, Oracle’s performance of Tech Admin Services against the Service Levels, and Service Level Credits for the Environment Availability, Service Request Resolution Time Service Levels, and Service Request Response Time Service Level during the three phases of the Tech Admin Services life cycle is outlined in the following table.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Applicability of Service Levels and Credits for Environment Availability, Service Request Resolution Time, and Service Request Response Time Service Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to Production Go-Live</td>
<td>Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.</td>
</tr>
<tr>
<td>Stabilization Period</td>
<td>Service Levels will be measured and reported during a Stabilization Period, but Service Level Credits will not be paid during such period.</td>
</tr>
<tr>
<td>Production</td>
<td>Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.</td>
</tr>
</tbody>
</table>

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage; (b) is caused by changes to or failures of either equipment, hardware or Infrastructure component not provided by Oracle as part of the Tech Admin Services, including equipment owned or provided by You, or Oracle Cloud Infrastructure (OCI) for which You have separately purchase as subscription, as applicable; (c) is caused by the Internet, which is outside of Oracle’s and Your control; (d) is caused by a force majeure event; (e) is caused by a declared Disaster; (f) results from any software bugs; (g) occurs within a Non-Production Environment; (h) is the result of issues that are not within the scope of the Tech Admin Services; (i) is related to or the direct result of an event or failure which occurred prior to the Effective Date of the Ordering Document (e.g. pre-existing service requests); (j) is the
result of any network, power transmission, or telecommunications anomaly; or (k) is the result of any action or inaction on the part of persons or entities not associated with Oracle and the delivery of the Tech Admin Services.

C. **Mix of Severity Levels**

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

D. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Tech Admin Services depends upon Your fulfillment of the following obligations and assumptions:

1. **Your Obligations**
   a. Separately purchase and continue to maintain for the duration of the Tech Admin Services required licenses and technical support for the Supported Programs.
   b. Maintain the hardware and operating system required to support the Tech Admin Services.
   c. Procure and maintain for the duration of the Tech Admin Services the OCI components as required to provide adequate computing capacity for the performance of the Supported Programs associated with the Tech Admin Services, including any shared services.
   d. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; and (c) seamlessly transfer SRs between queues as required for triage and routing purposes.
   e. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
   f. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (d) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (e) Your ticketing system, if
identified as the Service Request system in the Managed Services Exhibit; and (f) change management and escalation processes.

g. Provide Oracle with necessary user and role access to the Supported Oracle Programs and Identified CEMLIs as required to deliver the Tech Admin Services.

h. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Tech Admin Services.

i. Coordinate with Oracle to conduct incident management, change management and release management activities within the Identified Environments.

j. While an SR is at Severity Level 1, have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions and participate in diagnostics.

k. Provide written approvals through the change management process for installation of changes of fixes in the Identified Environments.

l. Perform all functional regression, unit and User Acceptance Testing for all Changes and resolutions and work arounds provided by Oracle.

m. Identify the Supported Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Tech Admin Services.

n. If Disaster Recovery Environments are part of the Identified Environments manage all aspects of Disaster Recovery, including the following:
   (i) Disaster Recovery planning, setup, monitoring of associated networks, filer replication, service restoration, and ongoing review and monitoring.

o. Agree that Oracle may access Your systems as required for delivery of the Tech Admin Services using an Oracle defined standard virtual private network (“VPN”), multi-protocol label switching (“MPLS”) connection, or Oracle Web Conference (“OWC”), and additionally Oracle Cloud log-in credentials and private keys generated as part of Oracle Cloud Infrastructure on Your behalf.

2. Service Assumptions

   a. Throughout the term of the Tech Admin Services, the Supported Programs must be at a current release that is generally available to Oracle’s commercial customers.

   b. The Tech Admin Services do not include any service that is not explicitly described in this Service Description, such as:
      (i) Definition or implementation of business practices
      (ii) Formal Oracle software training
      (iii) Development or implementation support
      (iv) Disaster Recovery services
      (v) System architecture design or validation
      (vi) Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation).

### MCS - Oracle Regression Testing Service for OCI, Configurable

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92893</td>
<td>MCS – Oracle Regression Testing Service for OCI, Configurable</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>
A. **Description of Services**

During the Managed Cloud Services Period defined in Your order, Oracle will provide Oracle Regression Testing Services for OCI (the “OCI Regression Testing Services”) for the Oracle Applications Unlimited programs for which You have purchased OCI Regression Testing Services (the “Supported Programs”). The Supported Programs may include either one or more of the following: (i) Oracle E-Business Suite; (ii) Oracle PeopleSoft; (iii) J.D. Edwards Enterprise One; (iv) Oracle Hyperion; (v) Oracle Database.

Oracle will provide the following activities for the OCI Regression Testing Services in accordance with the Managed Services Exhibit:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the OCI Regression Testing Services (“Identified Supported Programs”) and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; if subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Managed Services Exhibit.

3. Creation of new test scripts or modification of existing test scripts in accordance with the Service Entitlements documented in the Managed Services Exhibit.

4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the “Regression Test Scripts”) identified in the Managed Services Exhibit, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Test Scripts that have been created and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).

5. A compare of the actual results of the executed Regression Test Scripts with expected results.

6. Creation of an operational report upon the completion of each regression testing cycle.

B. **Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days¹ per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Regression Testing Service for OCI, Configurable:

a. Coordination and planning of Initiation Phase activities,
b. Assistance with SRs related to the following:
   (i) Guidance related to recommendations documented in the SR,
   c. Regression Testing planning and execution,
   d. Account and Service Reviews,
   e. Knowledge sharing,
   f. Local language support.

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the OCI Regression Testing Services depends upon Your fulfillment of the following obligations and assumptions:

1. Your Obligations:
   a. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
   b. You acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the OCI Regression Testing Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, for the Identified Supported Programs, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
   c. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
   d. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the OCI Regression Testing Services.
   e. Provide Oracle access to Your Non-Production Environment to execute regression testing.
   f. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the OCI Regression Testing Services.
   g. Be responsible for resolution of issues and failures identified during regression testing.
   h. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

2. Service Assumptions:
a. Oracle will use Oracle Applications Testing Suite (OATS) and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the OCI Regression Testing Services.

b. The OCI Regression Testing Services will be subject to the entitlements identified in the Managed Services Exhibit.

c. Any additional services resulting from changes to the scope of services identified in this Service Description will be addressed through the Change Control Process specified in the Ordering Document.

d. The OCI Regression Testing Services do not include any activities that are not explicitly described in this Service Description.

### MCS - Oracle Technology Cloud Transition Advisory Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87566</td>
<td>MCS - Oracle Technology Cloud Transition Advisory Service, Custom</td>
</tr>
</tbody>
</table>

#### A. Description of Services

Oracle Technology Cloud Transition Advisory Services ("Services") are intended to provide You with advisory services to assist with Your transition of Your existing @Oracle or @Customer Environment of Oracle Programs listed below (the "Environment"); or Your implementation of a new environment in the Oracle Public Cloud. The Services provided by Oracle consist of the following:

1. A remote transition manager intended to provide project management advisory assistance for Your activities to transition the Environment to the Oracle Public Cloud, or for Your setup of a new environment in the Oracle Public Cloud.

2. Functional ("how to") advisory assistance for Oracle Cloud migration tooling and Oracle Ravello for the transition of Your Environment to the Oracle Public Cloud.

3. Coordination with Oracle Support in an effort to resolve issues related to Oracle Program functionality that arise in connection with Your transition activities of Your Environment, or implementation of a new environment into the Oracle Public Cloud; You must separately acquire and maintain Oracle Support services for the Oracle Programs for the duration of the Services.

4. Working with You in an effort to facilitate resolution of issues identified during User Acceptance Testing and the thirty consecutive calendar day period immediately following Production Go-Live.

#### B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content, and for
compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies and this service description.

2. You are responsible for procuring and maintaining for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services. Oracle is not responsible for adverse impacts to the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.

3. You are responsible for Release management, configuration management, performance management, Incident management, and Problem management for all CEMLIs in the environment.

4. You will manage the access and application responsibility privileges of all End Users of the Oracle Programs.

5. You are solely responsible for initiating, managing and performing Your transition or implementation project.

**MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B86065/B92089</td>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Small</td>
</tr>
<tr>
<td>B86066/B92090</td>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Medium</td>
</tr>
<tr>
<td>B86067/B92091</td>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Large</td>
</tr>
</tbody>
</table>

**A. Description of Services**

Oracle Technology Cloud Transition Service for Oracle Applications Unlimited ("Services") consists of:

1. An off-site transition manager intended to provide transition project management and to facilitate delivery of the Services.

2. Assessment of Your existing production environment containing the Oracle Programs (the "Source Environment") to identify active CEMLIs and verification of the current state of Your Content within the Source Environment.

3. A documented logistics plan for creating a data export from the Source Environment to the Target Environment of the Customer-managed Public Cloud Services purchased by You, and a transition plan for delivery of the Services.

4. Setup and maintenance of the number of Non-Production Environments determined at Oracle’s sole discretion as required for delivery of the Services, consisting of the following as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies:*
a. Oracle Managed Cloud Security Policy
b. Oracle Managed Cloud Access Management Policy
c. Oracle Managed Cloud Change Management Policy
d. Oracle Managed Cloud Configuration Management Policy
e. Oracle Managed Cloud Incident and Problem Management Policy
f. Oracle Managed Cloud Service Monitoring Policy

5. Assistance with up to two test transitions and a final transition of production data into the Target Production Environment utilizing computing capacity obtained via Your separate purchase of Oracle Compute Cloud Service and Oracle Storage Cloud Service.

6. Changes to the database and file system necessary to comply with Oracle standards for deploying Oracle Programs in conjunction with the Oracle Compute Cloud Service and Oracle Storage Cloud Service.

7. Coordination with the Oracle Support services separately acquired by You for the Oracle Programs in an effort to resolve issues related to Oracle Program functionality that arises in connection with the transition to the Target Environment.


9. Assistance for up to thirty consecutive calendar days immediately following Production Go-Live (“Post Go-Live Assistance Period”) to address issues in the Target Production Environment related to the Oracle Programs resulting from the transition.

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your Fulfillment of the following obligations and assumptions:

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies and this Service Description.

2. You are responsible for procuring and maintaining for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services. Oracle is not responsible for adverse impacts to the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.

3. You are responsible for any application upgrade activities, CEMLI break-fix activities, and functional testing activities required as a result of the transition.

4. You are responsible for release management, configuration management, performance management, Incident management, and Problem management for all CEMLIs in the environment.
5. You will manage the access and application responsibility privileges of all End Users of the Oracle Programs.

6. The size of the database in the Source Environment and project duration shall not exceed the maximums identified in the table below.

<table>
<thead>
<tr>
<th>Service Offering</th>
<th>Maximum Size of Source Environment Production Database</th>
<th>Maximum Project Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Small</td>
<td>500 GB</td>
<td>3 months</td>
</tr>
<tr>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Medium</td>
<td>1 TB</td>
<td>5 months</td>
</tr>
<tr>
<td>MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Large</td>
<td>3 TB</td>
<td>7 months</td>
</tr>
</tbody>
</table>

7. Prior to the expiration of the Post Go-Live Assistance Period, You shall take one of the following three actions:

   a. Advise Oracle to decommission the Non-Production Environment(s) provided as part of the Services.
   b. Purchase for additional fees, Oracle’s Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud for each required Non-Production Environment.
   c. Utilize the Non-Production Environment(s) to obtain services for each Non-Production Environment using Oracle Cloud Service Units.

### MCS - Senior Production Manager

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>MCS – Senior Production Manager</td>
</tr>
</tbody>
</table>

#### A. Description of Services

1. Oracle will provide the following technical assistance and guidance to You during and after Production Go-Live and Post Production Go-Live in accordance with the Managed Services Exhibit:

   a. Coordinate and provide technical input on Your project plan, such as periodic maintenance, configuration reviews, and CPU patching.
   b. Provide guidance to You on Production Assessment checklists.
   c. Provide technical support in an effort to achieve month-end closes.
   d. Recommend best practices for database capacity management, such as space utilization, database layout, mapping of Oracle physical files, and defragmenting free space.
   e. Assist You with investigation and resolution of issues that arise during Production Go-Live and Post Production Go-Live stabilization.
   f. Act as a technical liaison within Oracle for Severity Level 1 Service Requests.
   g. Recommend configuration Changes to the database, operating system, and middleware used in an Environment (“Technology Stack”).
h. Apply Changes to Third Party Software in accordance with step-by-step instructions provided by You.

i. Review and provide input on Your plan for Production Go-Live and Post Production Go-Live activities.

j. Proactively monitor system performance, as appropriate.

k. Provide input on Your capacity planning. Such input may include the following:
   (i) Assessment of the potential impact of an increase in End Users
   (ii) Peak system periods and Your process or concurrent manager utilization.

l. Assist with Root Cause Analysis and track the implementation of actions to address the Incident.

B. Your Obligations

a. Obtain appropriate internal authorization prior to submitting a Request for Change to Oracle.

b. Submit Request for Changes to Oracle with adequate lead time.

c. Provide written approval to apply Changes to the Production Support and Non-Production Environments.

d. Execute any functional steps required to complete a Change.

e. Test and validate Changes to confirm the outcome and to assess the impact on functionality, CEMLIs, and Third Party Software.

f. Test, analyze and resolve issues arising from a Change.

g. Apply application setup Changes, except for those that require Oracle System Administrator or application developer access.

h. Enable application and User level setups to generate debugging, logging, or trace files as needed to facilitate Incident triage and resolution.

i. Create, delete, and manage non-administrative End User accounts.

j. Test and maintain CEMLIs.

k. Resolve any CEMLI-related Incidents that impact the Production Environment and were caused by the installation of a Change to the Environment.

l. Provide to Oracle the operations guide for optional Third Party Software residing in the Environment.


n. In accordance with the Change Management process, test and validate releases of, and upgrades to, optional Third Party Software.

o. Ensure that CEMLIs comply with Managed Cloud Services standards prior to submitting them to Oracle for installation.

p. Be responsible for managing the Environment plan and tracking activities such as patching.

q. Maintain documentation of CEMLIs, third party interfaces, and Third Party Software in the Environment.

r. Schedule and approve change management activities.

s. Have a contact available during escalations.

t. Obtain performance related information from My Oracle Support.
A. Service Applicability

The Oracle Managed Cloud Services for SaaS are available only for Oracle Programs for which You have purchased one or more of the Oracle Software as a Service listed in the table below (“Supported Programs”), including the associated Supported Programs modules detailed in the referenced Supported Programs service description (“Supported Program Modules”). The Oracle Fusion Service Descriptions are available at www.oracle.com/contracts.

<table>
<thead>
<tr>
<th>Software as a Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Fusion ERP Cloud Service</td>
</tr>
<tr>
<td>Oracle Fusion Human Capital Management (HCM) Cloud Service</td>
</tr>
<tr>
<td>Oracle Fusion Supply Chain Management (SCM) Cloud Service</td>
</tr>
<tr>
<td>Oracle Enterprise Performance Management (EPM) Cloud Service</td>
</tr>
<tr>
<td>Oracle Warehouse Management Cloud Service</td>
</tr>
<tr>
<td>Oracle Logistics Cloud Service</td>
</tr>
<tr>
<td>Oracle Customer Service and Support Cloud Service</td>
</tr>
<tr>
<td>Oracle CPQ Cloud Service</td>
</tr>
<tr>
<td>Oracle Taleo Cloud Service</td>
</tr>
<tr>
<td>Oracle Marketing Cloud Service</td>
</tr>
<tr>
<td>Oracle Eloqua &amp; Content Marketing Cloud Service</td>
</tr>
<tr>
<td>Oracle Responsys Cloud Service</td>
</tr>
</tbody>
</table>

MCS - Oracle Business Help Desk for SaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90055/B90164</td>
<td>MCS - Oracle Business Help Desk for SaaS</td>
</tr>
<tr>
<td>B87518</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day</td>
</tr>
<tr>
<td>B87519</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day</td>
</tr>
<tr>
<td>B87520</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B87521</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Business Help Desk for SaaS Services (the “Services”) consist of the following for the Supported Programs:
1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews;

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services (“Identified Supported Programs”) and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.

3. Receiving and managing the following types of Service Requests (“SR(s)”) related to the Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request System in the Service Maximums table (the “Request System”):
   a. Type 1: Standard Functional Support Service Request
   b. Type 2: Complex Functional Support Service Request

Oracle will receive Your SR, evaluate Your SR to determine the SR type, , and execute Your SR as further detailed in the Oracle Cloud Service Unit Catalog.

   - For each SR, Your Cloud Service Unit (“CSU”) balance will be decremented by the number of CSUs for the SR Types specified in the Oracle Cloud Service Unit Catalog.
     - You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Business Help Desk for SaaS Services under this Service Description as follows:

   - **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
   - **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
   - **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request Resolution Time for Severity Level 1 SRs</td>
<td>Severity Level 1, Type 1 SRs: 8 hours</td>
<td>&lt;90% of Severity 1 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
## Service Levels

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request Resolution Time for Severity Level 2 SRs</td>
<td>24 hours</td>
<td>&lt;90% of Severity 2 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
| Service Request Response Time | Severity Level 1: 30 minutes  
Severity Level 2: 60 minutes | <90% of SRs responded to within target | None |
| Performance Against Service Description | Performance of the Services in accordance with this Oracle Business Help Desk for SaaS Service Description | As described in the Performance Against Service Description section below | 3% |

### Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR (“Time to Respond “). The Time to Respond commences when an SR is entered into the applicable queue in the Request System.

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

\[
\text{Service Level Target Response Time} = \frac{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Level Target column in the table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}} \times 100.
\]

### Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e. downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System;
- Oracle detects an incident and logs the incident as an SR in the Request System; or
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.
The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

\[
\text{Service Level Credit} = \frac{\text{Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}} \times 100.
\]

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Business Help Desk for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

**Exclusions**

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or Infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by a failure of You to perform Your obligations set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g. preexisting Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have
consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

B. **Mix of Severity Levels**

The mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table:

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional CSUs (defined in the Service Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs, or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

C. **Service Maximums**

The Services are subject to the following constraints (the “Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>Primary Hours of Operation</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Service Language</td>
</tr>
<tr>
<td>Initiation Phase</td>
</tr>
<tr>
<td>Request System</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
</tr>
<tr>
<td>Annual Cloud Service Units</td>
</tr>
</tbody>
</table>

1 Cloud Service Unit consumption shall remain level from month-to-month

D. **Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days per resource role set forth in Your order (“Supplemental Resources”) to assist
with one or more of the following activities in furtherance of the services provided under Your order for Oracle Business Help Desk for SaaS Services:

   a. Coordination and planning of Initiation Phase activities
   b. Assistance with SRs related to the following:
      (i) Issue reproduction
      (ii) Constructing a reproducible test case
      (iii) Guidance related to potential workarounds
      (iv) Guidance related to recommendations documented in the SR
   c. Account and Service Reviews
   d. Local language support

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

E. Your Obligations and Service Assumptions

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

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

2. You must purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services.

3. You acknowledge that the Services may not be available for all Identified Supported Program Modules.

4. During the Initiation Phase, You must provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; and (c) functional and technical design documents.

5. You shall provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

6. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.

7. You shall identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.
MCS - Oracle Business Help Desk for SaaS - Extended Support Coverage

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90056/B90165</td>
<td>MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B90057/B90166</td>
<td>MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Business Help Desk - Extended Support Coverage (the “Services”) consists of:

1. Extension of the Primary Hours of Operation for SR Types 1 and 2 in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90055/B90164</td>
<td>MCS - Oracle Business Help Desk for SaaS</td>
</tr>
</tbody>
</table>

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Maximum</th>
<th>Primary Hours of Operation (Hours per Day x Days per Week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Business Help Desk for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90056/B90165)</td>
<td>16x5</td>
</tr>
<tr>
<td>Oracle Business Help Desk for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90057/B90166)</td>
<td>24x7</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

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

1. You must purchase and maintain for the duration of the Service the Pre-requisite Service listed above.

MCS - Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90058/B90167</td>
<td>MCS - Oracle Business Help Desk for SaaS – Translation Support – Additional One (1x) Language</td>
</tr>
</tbody>
</table>
A. Description of Services

Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.

2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90055/B90164</td>
<td>MCS - Oracle Business Help Desk for SaaS</td>
</tr>
</tbody>
</table>

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

2. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Critical Process Management for SaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90048/B90157</td>
<td>MCS - Oracle Critical Process Management for SaaS</td>
</tr>
<tr>
<td>B87518</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day</td>
</tr>
<tr>
<td>B87519</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day</td>
</tr>
<tr>
<td>B87520</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B87521</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Critical Process Management for SaaS services (the “Services”) consist of the following for Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services (“Identified Supported Programs”) and provide information
about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents. If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.

3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes and the number of Critical Business Process executions (the “Critical Business Process Runs”) shall not exceed the maximum identified in the Service Maximums table below.

B. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days¹ per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Critical Process Management for SaaS:

1. Coordination and planning of Initiation Phase activities
2. Critical Process Management monitoring and response
3. Account and Service Reviews
4. Knowledge sharing
5. Local language support

¹ A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

C. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maximum</strong></td>
</tr>
<tr>
<td>Primary Hours of Operation</td>
</tr>
<tr>
<td>Batch and Processing Management</td>
</tr>
<tr>
<td>Service Language</td>
</tr>
<tr>
<td>Initiation Phase</td>
</tr>
<tr>
<td>Request System</td>
</tr>
<tr>
<td>Maximum</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
</tr>
<tr>
<td>Critical Business Processes</td>
</tr>
<tr>
<td>Critical Business Process Runs per Month</td>
</tr>
</tbody>
</table>

D. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and assumptions:

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

2. You must purchase Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services.

3. You acknowledge that the Services may not be available for all Identified Supported Program Modules.

4. During the Initiation Phase, You must provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; and (c) functional and technical design documents.

5. You shall provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

6. You shall be responsible for addressing any issues and/or failures related to batch job runs, integration flows, or application jobs.

7. You shall identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

**MCS - Oracle Critical Process Management for SaaS – Additional 5 (5x) Critical Processes**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
</table>

A. Description of Services
Oracle will identify and document five (5) additional Critical Business Processes, including 750 additional Critical Business Process Runs per month, which Oracle will monitor and for which Oracle will manage SRs in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”).

### Pre-requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90048/B90157</td>
<td>MCS - Oracle Critical Process Management for SaaS</td>
</tr>
<tr>
<td>B88095</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry</td>
</tr>
<tr>
<td>B88096</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic</td>
</tr>
<tr>
<td>B88097</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard</td>
</tr>
<tr>
<td>B88098</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced</td>
</tr>
<tr>
<td>B88373</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Custom</td>
</tr>
</tbody>
</table>

### Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must separately purchase and maintain for the duration of the Services one (1) of the Pre-requisite Services listed above.

### MCS - Oracle Extensions and Integrations Support for SaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90051/B90160</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS</td>
</tr>
<tr>
<td>B87518</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day</td>
</tr>
<tr>
<td>B87519</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day</td>
</tr>
<tr>
<td>B87520</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B87521</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Sr Advanced Support Engineer – SaaS - Day</td>
</tr>
<tr>
<td>B92268</td>
<td>ACS Supplemental Resource for Oracle Cloud - Days</td>
</tr>
</tbody>
</table>

### Description of Services

Oracle Extensions and Integrations Support for SaaS services (the “Services”) consist of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services (“Identified Supported Programs”) and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; (c) Your functional and technical design documents; and (d) installation documents for the Extensions (as defined below). If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.
3. Extension support for the duration of the Services to (a) review and validate extension requirements; (b) modify extensions and/or create new extensions; (c) unit test the new extensions; and (d) document the new extensions.

Oracle PaaS based extensions to the Identified Supported Programs may include, but are not limited to the following (collectively, “Extensions”):

- Oracle Analytics Cloud Service Dashboards and Reports;
- Oracle Business Intelligence Cloud Service reports;
- Oracle Integration Cloud Service integrations;
- Oracle Java Cloud Service Java extensions;
- Oracle Mobile Cloud Service Application Program Interfaces;
- Process Cloud Service processes;
- Oracle SOA Cloud Service integration composites; or
- Oracle Visual Builder Cloud Service Web Applications

Oracle will receive Service Requests (“SRs”) for extension and or integration management activities that are entered by You into My Oracle Support (the “Request System”), evaluate such SRs to determine the SR Type (specified below), and execute Your SR as further detailed in the Cloud Service Unit Catalog.

- Standard Extension Service Request (Type 3)
- Complex Extension Service Request (Type 4)
- New Extension Service Request (Type 5)

For each such SR, Your Cloud Service Unit (“CSU”) balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog.

You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Extensions and Integrations Support for SaaS services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.
<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
</table>
| Service Request Resolution Time for Severity Level 1 SRs | ▪ Severity Level 1, Type 3 SRs: 12 hours  
▪ Severity Level 1, Type 4 SRs: 12 hours              | <90% of Severity 1 Level SRs resolved within target                             | 1.5%                   |
| Service Request Resolution Time for Severity Level 2 SRs | 24 hours             | <90% of Severity 2 Level SRs resolved within target                             | 1.5%                   |
| Service Request Response Time                      |                      |                                                                                  | None                   |
|                                                   | Severity Level 1: 30 minutes |                                                                                  |                        |
|                                                   | Severity Level 2: 60 minutes |                                                                                  |                        |
|                                                   | Severity Level 3: 8 hours | <90% of SRs responded to within target                                           |                        |
|                                                   | Severity Level 4: 24 hours |                                                                                  |                        |
| Performance Against Service Description            | Performance of the Services in accordance with this Oracle Extensions and Integrations Support for SaaS Service Description | As described under Performance Against Service Description                     | 3%                     |

**Service Request Response Time**

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR ("Time to Respond"). The Time to Respond commences when an SR is entered into the applicable queue in the Request System.

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

\[
\text{Service Level Credit %} = \left( \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right) \times 100
\]

**Service Request Resolution Time**

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e.
downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

a. The submission of the SR via the Request System (notwithstanding anything to the contrary in the Appendix 1: Oracle Managed Cloud Service Delivery Policies).

b. Oracle detects an incident and logs the incident as an SR in the Request System.

c. An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

\[
\frac{\text{Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}} \times 100.
\]

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Extensions and Integrations Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

**Exclusions**

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or Infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle’s control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third
party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by a failure of You to perform Your obligations set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g. preexisting Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

B. Service Maximums

The Services are subject to the following constraints ("Service Maximums").

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Hours of Operation</strong></td>
</tr>
<tr>
<td>SR Types 3, 4, and 5 for Extensions and Integrations Support</td>
</tr>
<tr>
<td>8x5</td>
</tr>
<tr>
<td>Severity Level 1 SRs for Extensions and Integrations Support</td>
</tr>
<tr>
<td>24x7</td>
</tr>
<tr>
<td>Service Language</td>
</tr>
<tr>
<td>U.S. English</td>
</tr>
<tr>
<td>Initiation Phase</td>
</tr>
<tr>
<td>1 month</td>
</tr>
<tr>
<td>Identified Extensions</td>
</tr>
<tr>
<td>150</td>
</tr>
<tr>
<td>Request System</td>
</tr>
<tr>
<td>My Oracle Support (MOS)</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
</tr>
<tr>
<td>Monthly</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
</tr>
<tr>
<td>Weekly</td>
</tr>
<tr>
<td>Annual Cloud Service Units(^1)</td>
</tr>
<tr>
<td>402</td>
</tr>
</tbody>
</table>

\(^1\) Cloud Service Unit consumption shall to remain level from month-to-month

C. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days\(^1\) per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Extensions and Integrations Support for SaaS:
a. Coordination and planning of Initiation Phase activities
b. Assistance with SRs related to the following:
   (i) Guidance related to recommendations documented in the SR
c. Account and Service Reviews
d. Knowledge sharing
e. Local language support

1 A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. Your Obligations and Service Assumptions

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

1. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this service description.

2. You must purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services, and any associated Oracle Cloud Infrastructure platform services.

3. You acknowledge that the Services may not be available for all Identified Supported Program Modules.

4. During the Initiation Phase, You must provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) installation documents for extensions required to support the Services.

5. You shall provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

6. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.

7. You shall identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.
MCS - Oracle Extensions and Integrations Support for SaaS Extended Support Coverage

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90052/B90161</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B90053/B90162</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage (the “Services”) consists of:

1. Extension of the Primary Hours of Operation for SR Types 3, 4 and 5 in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90051/B90160</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS</td>
</tr>
</tbody>
</table>

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Maximum</th>
<th>Primary Hours of Operation (Hours per Day x Days per Week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90052/B90161)</td>
<td>16x5</td>
</tr>
<tr>
<td>Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90053/B90162)</td>
<td>24x7</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

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

1. You must purchase and maintain for the duration of the Services the Pre-requisite Service listed above.
MCS - Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90054/B90163</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS – Translation Support – Additional One (1x) Language</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language (the “Services”) consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the “Selected Language”), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90051/B90160</td>
<td>MCS - Oracle Extensions and Integrations Support for SaaS</td>
</tr>
</tbody>
</table>

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must purchase and maintain for the duration of the Services the Pre-requisite Service listed above.
2. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Additional Service Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS

<table>
<thead>
<tr>
<th>Part #:</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92328</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Configurable</td>
</tr>
<tr>
<td>B88095/B92112</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry</td>
</tr>
<tr>
<td>B88096/B92116</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic</td>
</tr>
<tr>
<td>B88097/B92120</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard</td>
</tr>
<tr>
<td>B88098/B92124</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced</td>
</tr>
<tr>
<td>B88373</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Custom</td>
</tr>
<tr>
<td>B87518</td>
<td>Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day</td>
</tr>
</tbody>
</table>
A. Description of Services

Oracle Mission Critical Support for SaaS (the “Services”) consist of the following for Your Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews;

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures, including Critical Business Processes; (c) Your ticketing system if applicable; (d) Your functional and technical design documents; and (e) installation documents for the Extensions (as defined below). If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required and subject to additional fees and the change control process. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.

3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes and the number of Critical Business Process executions (the “Critical Business Process Runs”) shall not exceed the maximums identified in the Service Maximums table below.

4. Execution of predefined tests scripts provided by You, standardized to a maximum of 25 functional steps per script, for up to the number of test scripts (the “Regression Test Scripts”) identified in the Service Maximums table below, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated regression test scripts that have been created by raising an Automated Regression Test Type 5 SR and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).

5. You may raise a Type 3 SR, Type 4 SR, or Type 5 SR (as described below) to request modification and/or additional executions of existing test scripts or deletion and/or creation of new test scripts. For each such SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog.

6. Receiving and managing the following types of Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system (the “Request System”):
a. Standard Functional Support Service Request (Type 1)
b. Complex Functional Support Service Request (Type 2)
c. Standard Extension Service Request (Type 3)
d. Complex Extension Service Request (Type 4)
e. New Extension Service Request (Type 5)

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the Cloud Service Unit Catalog.

- For each SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog.
  - You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Oracle PaaS based extensions to the Identified Supported Programs may include, but are not limited to the following (collectively, “Extensions”):

a. Oracle Analytics Cloud Service Dashboards and Reports;
b. Oracle Business Intelligence Cloud Service reports;
c. Oracle Integration Cloud Service integrations;
d. Oracle Java Cloud Service Java extensions;
e. Mobile Cloud Service Application Program Interfaces;
f. Process Cloud Service processes;
g. Oracle SOA Cloud Service integration composites; or
h. Oracle Visual Builder Cloud Service Web Applications

7. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Mission Critical Support for SaaS Services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.

- **Service Level Credit %**. The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.
<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
</table>
| Service Request Resolution Time for Severity Level 1 SRs | ▪ Severity Level 1, Type 1 SRs: 8 hours  
▪ Severity Level 1, Type 2 SRs: 8 hours  
▪ Severity Level 1, Type 3 SRs: 12 hours  
▪ Severity Level 1, Type 4 SRs: 12 hours | <90% of Severity 1 Level SRs resolved within target | 1.5%                   |
| Service Request Resolution Time for Severity Level 2 SRs | Type 1 – 4 SRs: 24 hours                                                             | <90% of Severity 2 Level SRs resolved within target | 1.5%                   |
| Service Request Response Time                      | Severity Level 1: 30 minutes                                                        | <90% of SRs responded to within target                                           | None                   |
|                                                   | Severity Level 2: 60 minutes                                                        |                                                                                 |                        |
|                                                   | Severity Level 3: 8 hours                                                            |                                                                                 |                        |
|                                                   | Severity Level 4: 24 hours                                                           |                                                                                 |                        |
| Performance Against Service Description            | Performance of the Services in accordance with this Oracle Mission Critical Support for SaaS Service Description | As described under Performance Against Service Description | 3%                    |

**Service Request Response Time**

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR ("Time to Respond"). The Time to Respond commences when an SR is entered into the applicable queue in the Request System.

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

\[
\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month which meet the target response times identified in the Service Level Target column in the table above} \\
\text{divided by} \\
\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month} \\
\text{multiplied by} \\
100.
\]
Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e. downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System (notwithstanding anything to the contrary in the Appendix 1: Oracle Managed Cloud Service Delivery Policies.
- Oracle detects an Incident and logs the Incident as an SR in the Request System.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

\[
\text{Service Level Credit} = \frac{\text{Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}} \times 100.
\]

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Mission Critical Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or Infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by
actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by a failure of You to perform Your obligations set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g. preexisting Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

B. Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Percentage of SRs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
<td>20% of all of Your SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional Cloud Services Units (defined in the Services Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs, or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

C. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

Changes to Service Maximums for part # B92328 – MCS – Oracle Mission Critical Support for SaaS, Configurable will be documented in the Managed Services Exhibit.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Hours of Operation</td>
<td>SR Types 1-5 and Regression Testing</td>
<td>8x5</td>
<td>8x5</td>
<td>8x5</td>
</tr>
<tr>
<td></td>
<td>Severity Level 1 SRs and Critical Business Process Monitoring</td>
<td>24x7</td>
<td>24x7</td>
<td>24x7</td>
</tr>
<tr>
<td>Initiation Phase</td>
<td>1 month</td>
<td>1 month</td>
<td>1 month</td>
<td>1 month</td>
</tr>
<tr>
<td>Identified Extensions</td>
<td>25</td>
<td>50</td>
<td>75</td>
<td>100</td>
</tr>
<tr>
<td>Request System</td>
<td>My Oracle Support (MOS)</td>
<td>MOS or Your ticketing system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Monthly</td>
<td>Monthly</td>
<td>Monthly</td>
<td>Monthly</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
<td>Weekly</td>
</tr>
<tr>
<td>Annual Cloud Service Units¹</td>
<td>240</td>
<td>420</td>
<td>840</td>
<td>1200</td>
</tr>
<tr>
<td>Quarterly Regression Test Scripts</td>
<td>15</td>
<td>30</td>
<td>45</td>
<td>60</td>
</tr>
<tr>
<td>Critical Business Processes</td>
<td>5</td>
<td>10</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Critical Business Process Runs per Month</td>
<td>750</td>
<td>1500</td>
<td>2250</td>
<td>3000</td>
</tr>
</tbody>
</table>

¹ Cloud Service Unit consumption is expected to remain level from month-to-month

**D. Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days¹ per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Mission Critical Support for SaaS:

a. Coordination and planning of Initiation Phase activities
b. Assistance with SRs related to the following:
   (i) Issue reproduction
   (ii) Constructing a reproducible test case
   (iii) Guidance related to potential workarounds
   (iv) Guidance related to recommendations documented in the SR
c. Regression Testing planning and execution
d. Critical Process Management monitoring and response
e. Account and Service Reviews
f. Knowledge sharing
g. Local language support

A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

E. Your Obligations and Service Assumptions

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

1. If the Request System will be Your ticketing system, You must (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate Cloud Service Unit tracking and balance reconciliation of Cloud Service Units.

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services.

4. During the Initiation Phase, You must provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; (c) ticketing system if applicable; (c) functional and technical design documents; d) Regression Test Scripts and (e) installation documents for extensions required to support the Services.

5. You acknowledge that the Services may not be available for all Identified Supported Program Modules.

6. You shall provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

7. You shall provide Oracle access to Your Non-Production Environment to execute regression testing.

8. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
9. You shall identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.

### MCS - Oracle Mission Critical Support for SaaS Extended Support Coverage

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88099/B92113</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B88100/B92114</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
<tr>
<td>B88101/B92117</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B88102/B92118</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
<tr>
<td>B88103/B92121</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B88104/B92122</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
<tr>
<td>B88105/B92125</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 16 Hours x 5 Days</td>
</tr>
<tr>
<td>B88106/B92126</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 24 Hours x 7 Days</td>
</tr>
</tbody>
</table>

#### A. Description of Services

Oracle will extend the Primary Hours of Operation for SR Types 1-4 and regression testing, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”).

**Pre-Requisite Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88095/B92112</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry</td>
</tr>
<tr>
<td>B88096/B92116</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic</td>
</tr>
<tr>
<td>B88097/B92120</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard</td>
</tr>
<tr>
<td>B88098/B92124</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced</td>
</tr>
</tbody>
</table>

#### B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

**Service Maximums**
### Maximum

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry - Extended Support Coverage 16 Hours x 5 Days (Part # B88099/B92113)</td>
<td>16x5</td>
</tr>
<tr>
<td>Entry - Extended Support Coverage 24 Hours x 7 Days (Part # B88100/B92114)</td>
<td>24x7</td>
</tr>
<tr>
<td>Basic - Extended Support Coverage 16 Hours x 5 Days (Part # B88101/B92117)</td>
<td>16x5</td>
</tr>
<tr>
<td>Basic - Extended Support Coverage 24 Hours x 7 Days (Part # B88102/B92118)</td>
<td>24x7</td>
</tr>
<tr>
<td>Standard - Extended Support Coverage 16 Hours x 5 Days (Part # B88103/B92121)</td>
<td>16x5</td>
</tr>
<tr>
<td>Standard - Extended Support Coverage 24 Hours x 7 Days (Part # B88104/B92122)</td>
<td>24x7</td>
</tr>
<tr>
<td>Advanced - Extended Support Coverage 16 Hours x 5 Days (Part # B88105/B92125)</td>
<td>16x5</td>
</tr>
<tr>
<td>Advanced - Extended Support Coverage 24 Hours x 7 Days (Part # B88106/B92126)</td>
<td>24x7</td>
</tr>
</tbody>
</table>

### Your Obligations and Service Assumptions

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

1. You must purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.

### MCS - Oracle Mission Critical Support for SaaS Translation Support, Additional One (1x) Language

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88374/B92115</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry – Translation Support – Additional One (1x) Language</td>
</tr>
<tr>
<td>B88375/B92119</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic – Translation Support – Additional One (1x) Language</td>
</tr>
<tr>
<td>B88377/B92127</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced – Translation Support – Additional One (1x) Language</td>
</tr>
</tbody>
</table>

### A. Description of Services

Oracle will translate Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the “Selected Language”), and from the Selected Language to English, in accordance with and to
supplement the established maximums of one (1) of the following services separately purchased by
You (hereinafter “Pre-requisite Service”).

Pre-Requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88095/B92112</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry</td>
</tr>
<tr>
<td>B88096/B92116</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic</td>
</tr>
<tr>
<td>B88097/B92120</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard</td>
</tr>
<tr>
<td>B88098/B92124</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced</td>
</tr>
</tbody>
</table>

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability
to perform the Services depends upon the following obligations and assumptions:

1. You must purchase and maintain for the duration of the Services one of the Pre-Requisite
   Services listed above.

2. Your Oracle Software as a Service programs for which You are purchasing the Services must
   be configured with user access and language profile options for both the U.S. English language
   and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud
Service, Custom

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88443</td>
<td>MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Mission Critical Support for SaaS, United States Government Cloud Service (the “Services”)
consist of the following for Oracle Right Now Service Cloud for United States Government for which
You have purchased Oracle Software as a Service:

1. Services in United States Government Cloud that are FedRamp authorized and specifically
designed to host Your Supported Programs in a highly secure, fault-tolerant facility located in
the United States and managed by vetted local US personnel. Oracle will limit direct
administrative access to Your Sensitive but Unclassified Data (SBU) to only those Oracle
employees who are U.S. citizens.

2. An Oracle Customer management lead to serve as Your single point of contact to facilitate
account management and service reviews.

3. Creation of a joint plan during the Initiation Phase that will identify the specific Supported
Programs subject to the Services (“Identified Supported Programs”) and provide information
about (a) the identified Supported Programs; (b) Your existing processes and procedures,
including critical business processes and ticketing system; (c) Your functional and technical
design documents; and (d) installation documents for the Extensions (as defined below). The
Initiation Phase shall not exceed the time period identified in the Service Maximums table below, and the Identified Supported Programs may not be changed once identified in the plan during the Initiation Phase.

4. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of critical business processes shall not exceed the maximums identified in the Service Maximums table below. Manual regression testing to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event consists of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of (i) manual execution of predefined test scripts provided by You, and (ii) comparing the results of the executed scripts with expected results.

a. You may raise a Type 3 SR or Type 4 SR (each as described in the table below) to request modification of existing test scripts or deletion and/or creation of new test scripts.

5. Receiving and managing the following types of Service Requests (SRs) related to the Services as entered by You via My Oracle Support or Your ticketing system (the “Request System”):

<table>
<thead>
<tr>
<th>Service Request Type</th>
<th>Category</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>End User Management</td>
<td>• Initializing new Users</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Removing existing Users</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Resetting passwords</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Defining responsibilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updating User responsibilities and privileges</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Defining, updating and managing User profile options</td>
</tr>
<tr>
<td>Type 1 SR</td>
<td>Software Management</td>
<td>• Define and maintain custom menus and functions within the Supported Programs</td>
</tr>
<tr>
<td></td>
<td>&quot;How to&quot; questions regarding</td>
<td>• Using and configuring standard features and functionality of the Supported Programs</td>
</tr>
<tr>
<td></td>
<td>Supported Programs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Managing Batch Processing and</td>
<td>• Defining batch programs within the Supported Programs</td>
</tr>
<tr>
<td></td>
<td>Programs</td>
<td>• Scheduling batch programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updating batch programs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Providing log and output files</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Setting the batch processing User profile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Setting up cross reference values in domain value maps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Configuration changes to integration programs</td>
</tr>
<tr>
<td>Type 2 SR</td>
<td>Transactional Support</td>
<td>• Functional and technical issues or configuration setup assistance that require detailed analysis</td>
</tr>
<tr>
<td>Service Request Type</td>
<td>Category</td>
<td>Tasks</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Type 3 SR           | Extension Support Simple  | • SRs related to an Extension Break-fix which require changes in a single block of code  
                        |                           | • SRs related to an individual Supported Program release update impact analysis for release updates that fix a single application issue  
                        |                           | • Modify Regression test scripts (up to 4 scripts of 25 steps per request)  
                        |                           | • Flexi support to address simple non-standard definition issues e.g. minor enhancements to Extensions  |
| Type 4 SR           | Extension Support Complex | • SRs related to an Extension Break-fix which require changes in multiple blocks of code  
                        |                           | • Create Regression test scripts (up to 4 scripts of 25 steps per request)  
                        |                           | • Flexi support to address complex non-standard definition issues e.g. minor enhancements to Extensions  |

Oracle will receive Your SR, evaluate Your SR to determine the SR Type and execute Your SR associated with functional management services and personalization and extension support.

Functional management services may consist of (a) basic administrative, functional and technical support, such as User management, functional setups and configurations, or batch processing setup; or (b) detailed functional and technical analysis of transactional issues.

Personalizations are runtime, User-made changes to artifacts in the User interface such as rearrangement of page regions, removal of content, changes to column width, or saving search parameters.

Extensions may include (collectively, “Extensions”):

   a. Java Extensions to the Supported Programs developed on Oracle Java Cloud Service  
   b. Oracle Business Intelligence Cloud Service reports  
   c. Service Oriented Architecture Cloud Service integration composites  
   d. Integration Cloud Service integrations  
   e. Mobile Cloud Service Application Program Interfaces  
   f. Process Cloud Service processes

6. **Oracle Managed Cloud Service level and Availability Management Policy** as described in the [Appendix 1: Oracle Managed Cloud Service Delivery Policies](#), excluding Application Availability Service Level, for the Identified Supported Programs and Production Environments as follows for the Oracle Mission Critical Support for SaaS, United States Government Cloud Service under this Service Description:

   • **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis;
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the associated Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit;

- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria;

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
</table>
| Service Request Resolution Time for Severity Level 1 SRs | • Severity Level 1, Type 1 SRs: 8 hours  
  • Severity Level 1, Type 2 SRs: 8 hours  
  • Severity Level 1, Type 3 SRs: 12 hours  
  • Severity Level 1, Type 4 SRs: 12 hours   | <90% of Severity 1 Level SRs resolved within target                           | 1.5%                    |
| Service Request Resolution Time for Severity Level 2 SRs | 24 hours                                                                             | <90% of Severity 2 Level SRs resolved within target                           | 1.5%                    |
| Service Request Response Time                       | Severity Level 1: 30 minutes  
  Severity Level 2: 60 minutes  
  Severity Level 3: 8 hours  
  Severity Level 4: 24 hours   | <90% of SRs responded to within target                                           | None                     |
| Performance Against Service Description             | Performance of the Services in accordance with this Service Description            | As described in the Performance Against Service Description section below     | 3%                      |

**Service Request Response Time**

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation as defined below) taken for Oracle to acknowledge in the Service Request the receipt of an SR (“Time to Respond”). The Time to Respond commences when an SR is entered into the applicable queue in the Request System.

The Service Request Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

$$\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Levels table above}$$

$$\text{divided by}$$
Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month
multiplied by
100.

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Oracle Mission Critical Support for SaaS, United States Government Cloud Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Service Description**

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

**B. Mix of Severity Levels**

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table above.

**C. Service Maximums**

The Services are subject to the following constraints ("Service Maximums").

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Hours of Operation</strong></td>
</tr>
<tr>
<td>SR Types 1-4 and Regression Testing</td>
</tr>
<tr>
<td>Severity Level 1 SRs and Critical Business Process Monitoring</td>
</tr>
</tbody>
</table>
### Maximum

<table>
<thead>
<tr>
<th>Service Language</th>
<th>U.S. English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation Phase</td>
<td>1 month</td>
</tr>
<tr>
<td>Request System</td>
<td>My Oracle Support (MOS)</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Custom</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
<td>Custom</td>
</tr>
<tr>
<td>Monthly Regression Test Scripts</td>
<td>Custom</td>
</tr>
<tr>
<td>Critical Business Processes</td>
<td>Custom</td>
</tr>
</tbody>
</table>

### Your Obligations and Service Assumptions

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

1. If the Request System will be Your ticketing system, You must (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate tracking.

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must purchase and maintain for the duration of the Services Oracle Software as a Service for United States Government Cloud Service for the Identified Supported Programs prior to commencement of the Services.

4. During the Initiation Phase, You must provide information about Your (a) Supported Programs; (b) existing processes and procedures, including critical business processes and ticketing system; (c) functional and technical design documents; (d) regression test scripts and (e) installation documents for Extensions required to support the Services.

5. You shall provide Oracle with necessary user and role access to the Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

6. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.

7. You shall identify the Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.
A. **Description of Services**

Oracle Regression Testing Service for SaaS (the “Services”) consists of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services (“Identified Supported Programs”) and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.

3. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the “Regression Test Scripts”) identified in the Service Maximums table below, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created by raising an Automated Regression Test Type 5 SR and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).

4. A compare of the actual results of the executed Regression Test Scripts with expected results.

5. Creation of an operational report upon the completion of each regression testing cycle.

6. To request modification and/or additional executions of existing test scripts, or deletion and/or creation of new test scripts, and subject to Your separate purchase of Cloud Service Units (“CSUs”), Oracle will receive Service Requests (“SR(s)”) related to the Services and
entered by You via My Oracle Support (the “Request System”), evaluate Your SR to determine the SR Type (specified below), and execute Your SR as further detailed in the Cloud Service Unit Catalog:

a. Standard Extension Service Request (Type 3)
b. Complex Extension Service Request (Type 4)
c. New Extension Service Request (Type 5)

For each SR, Your Cloud Service Unit (“CSU”) balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog. You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

B. **Service Maximums**

The Services are subject to the following constraints (“Service Maximums”).

Changes to the Service Maximums for Part B92892, Oracle Regression Testing Services for SaaS, Configurable are documented in the Managed Services Exhibit.

<table>
<thead>
<tr>
<th>Service Maximum</th>
<th>MCS - Oracle Regression Testing Services for SaaS Part# B90050/B90159</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Hours of Operation</td>
<td>8x5</td>
</tr>
<tr>
<td>Service Language</td>
<td>U.S. English</td>
</tr>
<tr>
<td>Initiation Phase</td>
<td>1 month</td>
</tr>
<tr>
<td>Request System</td>
<td>My Oracle Support (MOS)</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Regression Test Scripts</td>
<td>400 per year</td>
</tr>
</tbody>
</table>

C. **Supplemental Resources**

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days$^1$ per resource role set forth in Your order (“Supplemental Resources”) to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Regression Testing Service for SaaS:

a. Coordination and planning of Initiation Phase activities
b. Assistance with SRs related to the following:
c. Guidance related to recommendations documented in the SR
d. Regression Testing planning and execution
e. Account and Service Reviews
f. Knowledge sharing
g. Local language support
A “day” is defined as one (1) resource working eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

D. Your Obligations and Service Assumptions

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

1. Your Obligations:
   a. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
   b. Purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services.
   c. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
   d. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
   e. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
   f. Provide Oracle access to Your Non-Production Environment to execute regression testing.
   g. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the Services.
   h. Be responsible for resolution of issues and failures identified during regression testing.
   i. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.

2. Service Assumptions:
   a. Oracle will use Oracle Applications Testing Suite ("OATS") and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the OCI Regression Testing Services.
   b. Part B92892, MCS - Oracle Regression Testing Service for SaaS, Configurable is subject to the entitlements identified in the Managed Services Exhibit.
   c. Any additional services resulting from changes to the scope of services identified in this Service Description will be addressed through the Change Control Process specified in the Ordering Document.
   d. The OCI Regression Testing Services do not include any activities that are not explicitly described in this Service Description.
MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90406/B90452</td>
<td>MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle will provide the manual execution of up to forty (40) additional regression test scripts defined and provided by you (each referred to herein as “Test”) in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”).

Pre-Requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88095</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Entry</td>
</tr>
<tr>
<td>B88096</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Basic</td>
</tr>
<tr>
<td>B88097</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Standard</td>
</tr>
<tr>
<td>B88098</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Advanced</td>
</tr>
<tr>
<td>B88373</td>
<td>MCS - Oracle Mission Critical Support for SaaS, Custom</td>
</tr>
<tr>
<td>B90050/B90159</td>
<td>MCS - Oracle Regression Testing Services for SaaS</td>
</tr>
<tr>
<td>B92892</td>
<td>MCS - Oracle Regression Testing Services for SaaS, Configurable</td>
</tr>
</tbody>
</table>

Tests must be performed during the Managed Cloud Services Period for the Services. Any unused quantity of Tests that remain after (1) the end of the Managed Cloud Services Period or (2) the expiration of the Pre-requisite Services will be forfeited, and Oracle shall have no further obligation with respect to such unused Tests.

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. You must separately purchase and continue to maintain for the duration of the Services, one (1) of the Pre-Requisite Services listed above.
ORACLE MANAGED CLOUD SERVICES FOR SECURITY - SERVICE DESCRIPTIONS

MCS - Oracle Managed Cloud HIPAA – Base – Managed Hosted Environment

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B91629/B92149</td>
<td>MCS - Oracle Managed Cloud HIPAA - Base - Managed Hosted Environment</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide to You the services described in this Section A (the “HIPAA Services”). The HIPAA Services are designed to help You meet Your legal obligations under the Health Insurance Portability and Accountability Act of 1996 and its regulations (“HIPAA”) as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 (“HITECH Act”) that may apply to Your electronic protected health information identified by You (“ePHI”) residing in Your Oracle managed application environment(s) on Oracle Cloud Infrastructure (the “Oracle Managed ePHI Environment”) for which You have separately purchased one (1) of the following services (hereinafter “Pre-requisite Service”).

Pre-requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment</td>
</tr>
<tr>
<td>B91370</td>
<td>MCS - Oracle Managed Application Cloud – Base, Custom</td>
</tr>
<tr>
<td>B92577</td>
<td>MCS – Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B87415/B92082</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity</td>
</tr>
<tr>
<td>B86068/B92083</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity</td>
</tr>
<tr>
<td>B86069/B92084</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity</td>
</tr>
<tr>
<td>B86070/B92080</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One Low Complexity</td>
</tr>
<tr>
<td>B86071/B92081</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One High Complexity</td>
</tr>
<tr>
<td>B86633</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom</td>
</tr>
<tr>
<td>B88439</td>
<td>MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom</td>
</tr>
<tr>
<td>B88440</td>
<td>MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom</td>
</tr>
</tbody>
</table>
1. Deploy applicable security controls designed to protect the confidentiality, integrity and availability of Your ePHI for one of Your Oracle applications that resides in Your Oracle Managed ePHI Environment, in accordance with the Service Maximums table below.

2. Assign a named security service manager as Your primary point of contact to manage delivery and assist with governance of the HIPAA Services, including the following:
   a. Service Delivery Reviews
   b. Reporting
   c. Review of changes to HIPAA regulations and recommendations
   d. Escalation management

3. Conduct an annual risk assessment of the Oracle Managed ePHI Environments against the HIPAA controls applicable to Oracle’s performance of the HIPAA Services.

4. Include the Oracle Managed ePHI Environments in an annual HIPAA compliance assessment performed by a qualified third party auditor.

5. Provide You with a summary that documents the result of the compliance assessment.

6. Conduct quarterly internal and external vulnerability scans of Your Oracle Managed ePHI Environment.

7. Provide You with summary reports documenting the results of the vulnerability scans, including the severity of any detected vulnerabilities, and recommendations for remediation.

8. Facilitate Service Delivery Reviews, including identification of changes in HIPAA regulations that may impact effectiveness of security controls and HIPAA compliance.

B. **Service Maximums**

   The Services are subject to the following constraints ("Service Maximums").

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>Service Delivery Reviews</td>
</tr>
<tr>
<td>Number of Virtual Machines (&quot;VMs&quot;) per Oracle Managed ePHI Environment</td>
</tr>
<tr>
<td>Oracle Managed ePHI Environment</td>
</tr>
<tr>
<td>Hours of Operation</td>
</tr>
</tbody>
</table>

C. **Your Obligations and Service Assumptions**

   In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the HIPAA Services depends upon Your fulfillment of the following obligations and assumptions:
1. Your Obligations

a. You must purchase and continue to maintain for the duration of the Managed Cloud Services Period defined in Your order a Pre-requisite Service, and additionally Oracle HIPAA for IaaS and PaaS services as required for Your separate purchase of Oracle Cloud Infrastructure.

b. You must provide Oracle with complete and accurate information pertaining to ePHI that You create, receive, maintain, or transmit into Your Oracle Managed ePHI Environments.

c. You shall promptly notify Oracle if You change the way You create, receive, maintain, or transmit ePHI in Your Oracle Managed ePHI Environments.

d. Review, approve, and coordinate with Oracle all changes to the Oracle Managed ePHI Environments that may impact delivery of the HIPAA Services specified herein.

e. Permit third party auditors to access the Oracle Managed ePHI Environments as required to complete the assessments.

f. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and the Oracle Managed ePHI Environment, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, Order and this Service Description.

g. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

2. Service Assumptions

a. The HIPAA Services do not include any service not explicitly described in this Service Description.

b. Oracle is not responsible for supporting or performing HIPAA Services for any customizations or CEMLIs, Third Party Software, or for any component of the Oracle Managed ePHI Environment(s) that is not compliant with the HIPAA compliance attestation for Oracle Cloud Infrastructure.

c. HIPAA Services are available only for the Pre-requisite Services that reside on Oracle Cloud Infrastructure that is HIPAA compliant.

### MCS - Oracle Managed Cloud HIPAA – Additional Production Environment

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B91630/B92150</td>
<td>MCS - Oracle Managed Cloud HIPAA - Additional Production Environment - Managed Hosted Environment</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the services specified in the Service Description of the Pre-Requisite Service identified below for one (1) additional Oracle application Production Environment on Oracle Cloud Infrastructure in accordance with and to supplement the established maximums of the following service separately purchased by You (the “Pre-requisite Service”):

Pre-Requisite Service
B. Your Obligations and Service Assumptions

1. Your Obligations
   a. You must separately purchase and continue to maintain for the duration of the Managed Cloud Services Period defined in Your order the Pre-Requisite Service.

2. Service Assumptions
   a. The MCS - Oracle Managed Cloud HIPAA – Additional Production Environment services do not include any service that is not explicitly described in this Service Description

MCS - Oracle Managed Cloud Payment Card Industry (PCI) Security Service - Base

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92392</td>
<td>MCS - Oracle Managed Cloud Payment Card Industry Security Service - Base</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide to You the services described in this Section A (the “PCI Services”). The PCI Services are designed to help You meet Your obligations under the Payment Card Industry Data Security Standards (PCI DSS), which are a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment, that may apply to Your electronic payment card industry data identified by You (“PCI”) residing in Your Oracle managed application environment(s) on Oracle Cloud Infrastructure (the “Oracle Managed PCI Environment”) for which You have separately purchased one (1) of the following services (hereinafter “Pre-requisite Service”).

Pre-requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment</td>
</tr>
<tr>
<td>B91370</td>
<td>MCS - Oracle Managed Application Cloud – Base, Custom</td>
</tr>
<tr>
<td>B87415</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity</td>
</tr>
<tr>
<td>B86068</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity</td>
</tr>
<tr>
<td>B86069</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity</td>
</tr>
</tbody>
</table>
1. Deploy applicable security controls designed to support the PCI compliance of Your designated Oracle Managed PCI Environments, in accordance with the Service Maximums table below.

2. Assign a named security service manager as Your primary point of contact to manage delivery and assist with governance of the PCI Services, including the following:
   a. Service Delivery Reviews
   b. Reporting
   c. Review of changes to PCI security standards
   d. Escalation management

3. Conduct an annual risk assessment of the Oracle Managed PCI Environments against the PCI controls applicable to Oracle’s performance of the PCI Services.

4. Include the Oracle Managed PCI Environments in an annual PCI compliance assessment performed by a qualified third-party QSA (Qualified Service Assessor).

5. Provide You with the PCI Attestation of Compliance (AOC) resulting from the annual PCI assessment.

6. Conduct quarterly external and internal vulnerability scans on the database and operating system levels of the servers of Your Oracle Managed PCI Environment.
   a. Provide a report during the Service Delivery Review that details applicability, risks and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle’s vulnerability policies.
   b. Identify and document each target environment and associated hosts/VM(s) to be scanned and the scope of the scan (“Target document”).
   c. Implement external and internal security vulnerability scans of the hosts/VM(s) for the target environment based on the Target document (the “Vulnerability Scan”).
   d. Provide a summary and technical analysis report during the Service Delivery Review that details applicability, risks and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle’s vulnerability policies.

7. If externally facing, conduct quarterly PCI Approved Scanning Vendor (“ASV”) vulnerability scans of Your externally facing Oracle Managed PCI Production Environment.

8. Conduct annual penetration test:
a. Identify and document details of the Penetration Test Target Environment, associated Target Environment URL(s), and hosts/Virtual Machines (“VMs”), and assets to be included in the scope of the penetration test (“Penetration Test Document”).

b. Define a penetration test based on the Penetration Test Document utilizing a combination of publicly available scanning tools and human engineered attack vectors (the “Penetration Test”).

c. Execute the defined Penetration Test in the Target Environment from the public Internet (the “Penetration Test Execution”).

d. Provide a report of findings, in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies that will include the following (the “Penetration Test Report”):
   (i) An executive summary
   (ii) Technical analysis
   (iii) Security risks
   (iv) Severity ratings
   (v) Recommendations for remediation

e. Review the Penetration Test Report with You during the Service Delivery Review.

9. Facilitate Service Delivery Reviews, including identification of changes in PCI standards that may impact effectiveness of security controls and PCI compliance.

10. Provide You with the applicable PCI DSS Ownership Matrix.

11. Build and maintain a network diagram of Your Oracle Managed PCI Production Environment.

12. Configure and perform standard file integrity monitoring on Your Oracle Managed PCI Production Environment and one additional Oracle Managed PCI Environment.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

| Service Maximums |
|------------------|------------------|
| **Type**         | **Quantity/Frequency** |
| Service Delivery Reviews | Quarterly |
| Vulnerability Scans | 4 per year |
| PCI ASV Scans | 4 per year |
| Penetration Test | 1 per year |
| Number of Virtual Machines (“VMs”) per Oracle Managed PCI Environment | Up to 24 |
| Oracle Managed PCI Environment | Up to three (3) total:  
  • One (1) Production
  • One (1) Production Support
  • One (1) Non-Production or DR |
C. **Your Obligations**

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

1. You must procure and maintain for the duration of the Managed Cloud Services Period defined in Your order a Pre-requisite Service, and additionally Oracle PCI for IaaS and PaaS services as required for Your separate purchase of Oracle Cloud Infrastructure.

2. You must provide Oracle with complete and accurate information pertaining to cardholder data that You store, process, and/or transmit into Your Oracle Managed PCI Environments.

3. You shall promptly notify Oracle if You change the way You store, process, and/or transmit cardholder data in Your Oracle Managed PCI Environments.

4. Review, approve, and coordinate with Oracle all changes to the Oracle Managed PCI Environments that may impact delivery of the PCI Services.

5. Permit third party auditors to access the Oracle Managed PCI Environments as required to complete the annual assessments.

6. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and the Oracle Managed PCI Environment, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, Order and this Service Description.

7. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the PCI Services.

8. You must provide Oracle with suitable hours during which the penetration test may be executed.

9. You are responsible for completing any remediation actions owned by You for issues identified in the Penetration Test Report.

D. **Service Assumptions**

1. The PCI Services do not include any service not explicitly described in this Service Description.

2. Oracle is not responsible for supporting or performing PCI Services for any customizations or CEMLIs, Third Party Software, or for any component of the Oracle Managed PCI Environment(s) that is not compliant with the PCI compliance attestation for Oracle Cloud Infrastructure.
3. PCI Services are available only for the Pre-requisite Services that reside on Oracle Cloud Infrastructure that is PCI compliant.

4. Oracle will not execute an additional penetration test to retest issues that were identified in the Penetration Test Report and for which You have completed recommended remediation actions. You may purchase additional penetration tests subject to additional fees.

5. The Services will be delivered remotely.

6. Oracle will take reasonable and appropriate precautions designed to minimize the risk of a Service Interruption, however, You understand and acknowledge that it is not possible to completely eliminate such risk and that in the event of a Service Interruption as a result of the penetration testing activities, You are responsible for any costs associated with the service restoration.

7. The Penetration Test Report will be delivered in accordance with standard Managed Security Services processes.

### MCS - Oracle Managed Cloud PCI Security Service - Additional Production Environment

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92393</td>
<td>MCS - Oracle Managed Cloud Payment Card Industry Security Service - Additional Production Environment</td>
</tr>
</tbody>
</table>

#### A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide the services specified in the Service Description of the Pre-Requisite Service identified below for one (1) additional Oracle Managed PCI Production Environment and up to two (2) associated Production Support, Non-Production, or DR Environments in accordance with and to supplement the established maximums of the following service separately purchased by You (the “Pre-requisite Service”):

#### Pre-Requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92392</td>
<td>MCS - Oracle Managed Cloud Payment Card Industry Security Service - Base</td>
</tr>
</tbody>
</table>

#### B. Your Obligations and Service Assumptions

1. Your Obligations
   
   a. You must separately purchase and maintain for the duration of the Managed Cloud Services Period defined in Your order the Pre-Requisite Service.

2. Service Assumptions
a. The MCS - Oracle Managed Cloud PCI – Additional Production Environment services do not include any service that is not explicitly described in this Service Description.

**MCS - Oracle Managed Identity Cloud Service, Standard**

<table>
<thead>
<tr>
<th>Part #:</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90044/B90152</td>
<td>MCS - Oracle Managed Identity Cloud Service, Standard</td>
</tr>
<tr>
<td>B90156</td>
<td>MCS - Oracle Managed Identity Cloud Service, Custom</td>
</tr>
</tbody>
</table>

### A. Description of Services

Oracle Managed Identity Cloud Service, Standard ("the Services") consists of the following services for Your web-enabled applications utilizing Oracle Identity Cloud Service (the "IDCS Environment(s)"):  

1. Provide a named security service manager to manage delivery of the Services
2. Provide You with access URLs and administrative User names and passwords for Oracle Identity Cloud Service ("IDCS")
3. Configure and enable the following for Your IDCS, as required:
   a. Synchronization of identities between Your Active Directory domain and the IDCS repository;
   b. Security Assertion Markup Language 2.0 ("SAML2") compliant federated single sign-on for web applications identified by You;
   c. Multi-factor authentication of Your SAML2 integrations with web applications identified by You (the “SAML2 Integrations”);
   d. Delegation of security and user administration capabilities for users identified by You;
   e. Sign-in page and email template with branding logos provided by You;
   f. Audit reports for user login and application access attempts;
   g. Password policy in accordance with security requirements provided by You;
   h. Network perimeters with a list of IP addresses identified by You and corresponding sign-on policies to either deny (blacklist) or allow (whitelist) access;
   i. Adaptive security to analyze a user’s risk profile based on historical behavior and to enforce an appropriate remediation action, such as allowing or denying the user from accessing protected applications and resources or requiring the user to provide a second factor authentication;
   j. Multi-Factor Authentication using available authentication factors of mobile app passcode, mobile app notification, security questions, text message (SMS), email, bypass code and duo security;
   k. Integration with any one of the social identity providers Facebook, Google, LinkedIn, Microsoft, OpenID Connect, and Twitter to enable users to log into Oracle Identity Cloud Service with social credentials;
4. Assist You with issues related to the Services identified during Your User Acceptance Testing (UAT).
5. Upon Your successful completion and signoff of UAT, migrate configurations to Your Production Environment.

6. Evaluate Oracle’s product development release schedules for Your Identity Cloud Service and make recommendations for configuration changes.

7. Provide level 3 triage, troubleshooting, and escalation support for Incidents related to the Services.

8. Renew SAML signing certificates upon expiry and re-configure federation with new certificates.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
</tr>
<tr>
<td>Service Delivery Reviews</td>
</tr>
<tr>
<td>IDCS Environments</td>
</tr>
<tr>
<td>SAML2 Integrations</td>
</tr>
<tr>
<td>Active Directory domains</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services an Oracle Identity Cloud Service subscription for the Production Environment and Production Support Environment).

2. You must provide Oracle the Active Directory connection details.

3. You must provide the SAML metadata of Your identified web applications for federated single sign on (SSO).

4. You must provide a set of users to be configured in IDCS as delegated user administrators.

5. You are responsible for user administration in Your identified web applications integrated for federated SSO.

6. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

7. Provide level 1 and level 2 incident management support for Incidents related to the Services.
8. You must use My Oracle Support to raise Service Requests and Requests for Change related to the Services.

MCS - Oracle Managed Identity Cloud Service, Advanced

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90045/B90153</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046/B90154</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
<tr>
<td>B90156</td>
<td>MCS - Oracle Managed Identity Cloud Service, Custom</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Identity Cloud Service, Advanced (the “Services”) consists of the following managed identity and identity governance services for (i) Your web-enabled applications utilizing Oracle’s Identity Cloud Service (“IDCS”), and Oracle’s Identity Manager program (“OIM”) installed on Oracle Cloud Infrastructure (“OCI”) and (ii) Your OIM Environments integrated with IDCS (the “OIM/IDCS Environments”).

1. A named security service manager to manage delivery of the Services
2. Installation of OIM as required for the IDCS environment(s)
3. Provide You with access URLs and administrative User names and passwords as required for the Services
4. Configure and enable the following for Your Identity Cloud Service, as required:
   a. Synchronization of identities between Your Active Directory domains and the IDCS repository;
   b. Security Assertion Markup Language (“SAML2”) compliant federated single sign-on for the web applications identified by You;
   c. Multi-factor authentication of SAML2 integrations with web applications identified by You (the “SAML2 Integrations”);
   d. Delegation of security and user administration capabilities for users identified by You; all OIM users will be managed under one OIM organization container, approver and certifier information will be managed in OIM as part of the OIM catalog data;
   e. Sign-in page with branding logos provided by You;
   f. OIM email templates with branding logos (the “Email Notification Template”) provided by You;
   g. Audit reports of user login and application access attempts;
   h. Password policy in accordance with security requirements provided by You;
   i. Network perimeters with a list of IP addresses identified by You and corresponding sign-on policies to either deny (blacklist) or allow (whitelist) access;
   j. Adaptive security to analyze a user’s risk profile based on historical behavior and to enforce an appropriate remediation action, such as allowing or denying the user from accessing protected applications and resources or requiring the user to provide a second factor authentication;
k. Multi-Factor Authentication using available authentication factors of mobile app passcode, mobile app notification, security questions, text message (SMS), email, bypass code and duo security;

l. Integration with any one of the social identity providers Facebook, Google, LinkedIn, Microsoft, OpenID Connect, and Twitter to enable users to log into Oracle Identity Cloud Service with social credentials;

m. Single sign-on using SAML for collaboration tools Slack, Zoom, Office 365, and Citrix.

5. Renew Security Assertion Markup Language (SAML) signing certificates upon expiry and reconfigure federation with new certificates.

6. Configure OIM, integrated with Oracle Identity Cloud Service, for the following:

   a. Provisioning and reconciliation of accounts and groups from IDCS using Oracle Identity Cloud Service connector.
   b. Development of a custom identity connector in OIM (the “Custom Connector”) for the onboarding of the target applications (the “Target Applications”) in accordance with the Service Maximums table.
   c. Integration with trusted authoritative sources to reconcile identity lifecycle events related to onboarding and off boarding of users (the “Trusted Authoritative Data Source”).
   d. Definition of named sets of parameters used to review user entitlements and access privileges (the “Certification Definitions”) and certification campaigns for users, roles, and entitlements.
   e. Segregation of duties violation checks of roles and entitlements for the number of identity audit rules in accordance with the Service Maximums table (the “Identity Audit Rules”).
   f. Approval workflows and policies for self-service requests (the “Self-Service Approval Workflows”) for up to three email notifications to requesters, application owners, and managers regarding pending actions.
   g. User, role, and entitlement reporting capabilities based on standard OIM report templates included with the OIM program.
   h. A request catalogue to be populated with entitlements, roles, and Target Applications
   i. Organizations and business duties and/or responsibilities to be granted to users in an organization (“Business Roles”) identified by You.

7. Perform a Production Assessment of the OIM integration with IDCS.


9. Upon Your successful completion and signoff of UAT, migrate the configurations to Your Production Environment.

10. Evaluate Oracle’s product development release schedules for Your Identity Cloud Service and make recommendations for configuration changes.

11. Evaluate product development release schedules and software certification for OIM and make recommendations for upgrades and patches.

12. Provide You with the following services for OIM on Oracle Cloud Infrastructure as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies:

   a. [Oracle Managed Cloud Security Policy]
b. **Oracle Managed Cloud Access Management Policy**
c. **Oracle Managed Cloud Change Management Policy**
d. **Oracle Managed Cloud Configuration Management Policy**
e. **Oracle Managed Cloud Release Management Policy**
f. **Oracle Managed Cloud Incident and Problem Management Policy**
g. **Oracle Managed Cloud Service Monitoring Policy**
h. **Oracle Managed Cloud Service Decommission Policy** except for backup and removal of any software.

### B. Service Maximums

The Services are subject to the following constraints ("Service Maximums").

#### Service Maximums

<table>
<thead>
<tr>
<th>Maximums</th>
<th>MCS - Oracle Managed Identity Cloud Service, Advanced Part # B90045/B90153</th>
<th>MCS - Oracle Managed Identity Cloud Service, Advanced Plus Part # B90046/B90154</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>OIM/IDCS Environments</td>
<td>2 (Production and Production Support)</td>
<td>3 (Production, Production Support, Non-Production)</td>
</tr>
<tr>
<td>Application Environments</td>
<td>3 (Production, Production Support, or Non-Production)</td>
<td>4</td>
</tr>
<tr>
<td>Trusted Authoritative Data Sources</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Target Applications</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Business Roles</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Certification Definitions</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Identity Audit Rules</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Self-service Approval Workflows</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Email Notification Templates</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Custom Connectors</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>SAML2 Integrations</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>

### C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations:
a. Procure and maintain for the duration of the Services the following:
   (i) The amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of OIM associated with the Services
   (ii) Oracle Identity Manager license
   (iii) Oracle Database licenses as required for the Services
   (iv) Oracle Identity Cloud Service subscriptions for Production, Production Support, and Development Environments, as required

b. Provide to Oracle the Active Directory connection details.

c. Provide to Oracle the target application environments connection details.

d. Provide to Oracle Business Roles to be defined in OIM.

e. Provide the SAML metadata of any web applications hosted by You for federated single sign-on.

f. Provide a list of approvers to be configured in the self-service approval workflows.

g. Provide a list of certification reviewers to be configured in Certification Definitions.

h. Provide a list of rules to be defined for Segregation of Duties violation checks.

i. Provide cleansed and high quality identity data sets that mirror production data for the purpose of UAT in the Production Support Environment.

j. Provide data such as business classification and tagged entitlements and roles to enrich the request catalog data.

k. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

l. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

2. Service Assumptions

   a. The Services do not include fetching approver and certifier data from external systems.

   b. The Services do not include advanced configuration and customization of OIM, such as creation of custom OIM UDFs (User defined fields) to capture Your company specific identity attributes, implementation of post processing rules using Event Handlers, pre-populate adapters, process task adapters and scheduled jobs.

   c. The Services are not available for Disaster Recovery Environments in accordance with the Service Maximums table.

   d. A Custom Connector is any connector that is not listed at http://www.oracle.com/technetwork/middleware/id-mgmt/downloads/connectors-101674.html

**MCS - Oracle Managed Identity Cloud Service, Advanced – Enhanced Recovery Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90047/B90155</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced – Enhanced Recovery Service</td>
</tr>
</tbody>
</table>
A. **Description of Services**

Oracle Managed Identity Cloud Service Advanced – Enhanced Recovery Service ("the Services") consists of:

1. Enhanced Recovery Services for Oracle Identity Manager as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies and in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90045/B90153</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046/B90154</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
</tbody>
</table>

B. **Service Maximums**

The Services are subject to the following constraints ("Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Recovery Services</td>
<td></td>
</tr>
<tr>
<td>RPO</td>
<td>1 hour</td>
</tr>
<tr>
<td>RTO</td>
<td>12 hours</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>Annual</td>
</tr>
</tbody>
</table>

C. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. The amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of OIM associated with the Services;
   b. Oracle’s Identity Manager license;
   c. Oracle Database licenses, as required for the Services;
   d. One of the Pre-requisite Services listed above.

**MCS - Oracle Managed Identity Cloud Service - Integrated Applications Unlimited Connector**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90837/B92160</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Connector</td>
</tr>
</tbody>
</table>
A. **Description of Services**

Oracle will install, configure and manage one or more of the following Oracle Identity Cloud Service connectors (the “Connector(s)”) as required to integrate one (1) of Your web-enabled Applications Unlimited programs (the “Integrated Application”) with Oracle’s Identity Cloud Service (cumulatively, the “Services”):

- Oracle E-Business Suite Asserter (“EBS Asserter”)
- Oracle Application Gate (“App Gate”)

Oracle will provide the following as part of the Services:

1. Provide the services below to supplement one or more of the following services separately purchased by You (hereinafter “Managed Application Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92577/B92630</td>
<td>MCS – Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B87415/B92082</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity</td>
</tr>
<tr>
<td>B86068/B92083</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity</td>
</tr>
<tr>
<td>B86069/B92084</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity</td>
</tr>
<tr>
<td>B87414/B92079</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity</td>
</tr>
<tr>
<td>B86070/B92080</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity</td>
</tr>
<tr>
<td>B86071/B92081</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity</td>
</tr>
<tr>
<td>B86633</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom</td>
</tr>
<tr>
<td>B88439</td>
<td>MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service, Custom</td>
</tr>
<tr>
<td>B88440</td>
<td>MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom</td>
</tr>
</tbody>
</table>

2. Services below are intended to supplement one or more of the following services separately purchased by You (hereafter “Managed Identity Cloud Pre-requisite Service”):

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90044</td>
<td>MCS - Oracle Managed Identity Cloud Service, Standard</td>
</tr>
<tr>
<td>B90045</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
</tbody>
</table>
3. Install either EBS Asserter on Oracle Java Cloud Service ("JCS") or App Gate on Oracle Cloud Infrastructure (each referred to herein as the “Connector Environment”) for up to two (2) Connector Environments as required for the integration between Oracle Identity Cloud Service (“IDCS”) and Your Integrated Application (the “Connector Integration”).

4. Upon successful installation of the Connector Environment(s), enable the Connector Integration for up to two (2) IDCS environments.

5. Provide a named security service manager to manage delivery of the Services.


7. Provide You with architecture, a data flow diagram, and sizing recommendations for the Connectors.

8. Set the Connector as a confidential application for authentication into IDCS.

9. Configure access policies in the Connector for single sign-on authentication.

10. Perform Production Assessment activities for Connector Integration with IDCS.


12. Upon Your successful completion of UAT and Your sign off, migrate the configurations to the Production Environment.

13. Evaluate product development release schedules for the Connector and make recommendations for configuration changes.

14. Evaluate product development release schedules and software certification for the Connector and make recommendations for upgrades and patches.

15. Provide You with the following lifecycle management services for the Connector installed on Oracle Cloud Infrastructure as described in Appendix 1 (Oracle Managed Cloud Service Delivery Policies):

   a. **Oracle Managed Cloud Security Policy**
   b. **Oracle Managed Cloud Access Management Policy**, consisting of management of administrator privileges, and access to the operating system, database, and middleware
   c. **Oracle Managed Cloud Change Management Policy**, consisting of (a) installation/instantiation and/or configuration programs; (b) software patches which repair or modify existing functionality or maintain currency alignment with business requirements; and (c) application server parameter changes
   d. **Oracle Managed Cloud Configuration Management Policy**
   e. **Oracle Managed Cloud Release Management Policy**, consisting of planning of deployment of updates that are intended to improve performance, security, availability, stability, manageability or regulatory compliance
   f. **Oracle Managed Cloud Incident and Problem Management Policy**, consisting of response and resolution of individual Incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis
g. Oracle Managed Cloud Service Monitoring Policy
h. Oracle Managed Cloud Service Decommission Policy, excepting backup and/or removal of any software

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. You must purchase and maintain for the duration of the Services, one or more Managed Applications Pre-requisite Service and one or more Managed Identity Cloud Pre-requisite Service.
   b. You must procure and maintain the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Connectors.
   c. You are responsible for performing UAT of the Connector Integration.

2. Assumptions
   a. The following Oracle Applications Unlimited programs are supported for integration using the Connectors: Oracle E-Business Suite, PeopleSoft, Siebel, Oracle Hyperion, and Oracle Business Intelligence Enterprise Edition. Only Oracle Programs certified with Oracle Access Manager 11g will be supported.
   b. Oracle Access Manager is not required for this service.

MCS - Oracle Managed Identity Cloud Service - Integrated Applications Unlimited Environment – Integration Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90838/B92161</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Environment</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle will provide You with integration (the “Services”) between one (1) Applications Unlimited program (the “Integrated Application”) and Oracle’s Identity Cloud Service (hereafter, the “Connector Integration”).

Oracle will provide the Services for one (1) Connector Integration utilizing one of the following Oracle Identity Cloud Service (“IDCS”) connectors (the “Connector”):

- Oracle E-Business Suite Asserter (“EBS Asserter”)
- Oracle Application Gate (“App Gate”)

Oracle will provide the following as part of the Services:
1. Services below are intended to supplement the following service separately purchased by You (hereinafter the “Pre-requisite Service”):

   **Pre-requisite Service**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
</table>
| B90837/B92160   | MCS - Oracle Managed Identity Cloud Service – Integrated Applications
|                 | Unlimited Connector                                    |

2. Provide a named security service manager to manage delivery of the Services.

3. Provide You with access URLs and administrative User names and passwords as required for the Services.

4. Configure a connection in EBS Asserter to the Oracle E-Business Suite database for creation of authenticated user sessions, as required.

5. Configure the Connector with Integrated Application-specific HTTP header response attributes to return following successful authentication of a given User, as required.

6. Configure HTTP rewrite rules in the Integrated Application web layer to enable the redirection of login to the IDCS login page.

7. Assist You with issues identified by You during User Acceptance Testing ("UAT") of the Connector Integration.

8. Upon Your successful completion of UAT and Your sign off, migrate the configurations for the Connector Integration to the Production Environment.

9. Create a production runbook to document the configurations and troubleshooting steps for each Connector Integration.

10. Perform Production Assessment activities for the Connector Integration.


**B. Your Obligations**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations:

1. You must provide connection details of an external directory server as required for App Gate for user and group lookups.

2. You are responsible for creating user accounts in the Integrated Application.

3. You must procure and maintain for the duration of the Services the Pre-Requisite Service.

4. You are responsible for performing UAT of the Connector Integration.
MCS - Oracle Managed Identity Cloud Service - Integrated Applications Unlimited, Custom

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90990</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited, Custom</td>
</tr>
</tbody>
</table>

## A. Description of Services

Oracle deploys one of the following Oracle Identity Cloud Service ("IDCS") connectors (the "Connector"), to provide integration (the "Services") between Your web-enabled Applications Unlimited program ("Integrated Application") and IDCS.

- Oracle E-Business Suite Asserter ("EBS Asserter")
- Oracle Application Gate ("App Gate")

Oracle will provide the following as part of the Services:

1. Services below are intended to supplement one or more of the following services separately purchased by You (hereinafter "Managed Application Pre-requisite Service"):

### Managed Applications Unlimited Pre-requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90622</td>
<td>MCS - Oracle Managed Application Cloud - Base</td>
</tr>
<tr>
<td>B92577</td>
<td>MCS - Oracle Managed Enterprise Application Cloud - Base</td>
</tr>
<tr>
<td>B87415</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity</td>
</tr>
<tr>
<td>B86068</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity</td>
</tr>
<tr>
<td>B86069</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity</td>
</tr>
<tr>
<td>B87414</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity</td>
</tr>
<tr>
<td>B86070</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity</td>
</tr>
<tr>
<td>B86071</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity</td>
</tr>
<tr>
<td>B86633</td>
<td>MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom</td>
</tr>
<tr>
<td>B88439</td>
<td>MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service, Custom</td>
</tr>
<tr>
<td>B88440</td>
<td>MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom</td>
</tr>
</tbody>
</table>
2. Services below are intended to supplement one or more of the following services separately purchased by You (hereinafter “Managed Identity Pre-requisite Service”):

### Managed Identity Cloud Pre-requisite Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90044</td>
<td>MCS - Oracle Managed Identity Cloud Service, Standard</td>
</tr>
<tr>
<td>B90045</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced</td>
</tr>
<tr>
<td>B90046</td>
<td>MCS - Oracle Managed Identity Cloud Service, Advanced Plus</td>
</tr>
</tbody>
</table>

3. Provide a named security service manager to manage delivery of the Services.

4. Perform quarterly Service Delivery Reviews.

5. Install either EBS Asserter on Oracle Java Cloud Service (“JCS”) or App Gate on Oracle Cloud Infrastructure (each referred to herein as the “Connector Environment”) as required for the integration between IDCS and Your Integrated Application (“Connector Integration”).

6. Upon successful installation of the Connector Environment(s), enable the Connector Integration.

7. Provide You with architecture, a data flow diagram, and sizing recommendations for Connectors.

8. Set the Connector as a confidential application for authentication into IDCS.

9. Configure the access policies in the Connector for single sign-on authentication.

10. Perform Production Assessment activities for the Connector Integration.


12. Upon Your successful completion of UAT and Your sign off, migrate the Connector Integration to the Production Environment.

13. Evaluate product development release schedules for the Connector and make recommendations for configuration changes.

14. Evaluate product development release schedules and software certification for the Connector and make recommendations for upgrades and patches.

15. Provide You with the following lifecycle management services for the Connector installed on Oracle Cloud Infrastructure as described in Appendix 1 (Oracle Managed Cloud Service Delivery Policies):

   a. **Oracle Managed Cloud Security Policy**

   b. **Oracle Managed Cloud Access Management Policy**, consisting of management of administrator privileges, and access to the operating system, database, and middleware

   c. **Oracle Managed Cloud Change Management Policy**, consisting of (a) installation/instantiation and/or configuration programs; (b) software patches which repair or modify existing functionality or maintain currency alignment with business requirements; and (c) application server parameter changes
d. **Oracle Managed Cloud Configuration Management Policy**

e. **Oracle Managed Cloud Release Management Policy**, consisting of planning of deployment of updates that are intended to improve performance, security, availability, stability, manageability or regulatory compliance

f. **Oracle Managed Cloud Incident and Problem Management Policy**

g. **Oracle Managed Cloud Service Monitoring Policy**

h. **Oracle Managed Cloud Service Decommission Policy**, excepting backup and/or removal of any software

16. Provide You with access URLs and administrative User names and passwords as required for the Services.

17. Configure a connection in EBS Asserter to the Oracle E-Business Suite database for creation of authenticated user sessions, as required.

18. Configure the Connector with Integrated Application-specific HTTP header response attributes to return post successful authentication of a given user.

19. Configure HTTP rewrite rules in the Integrated Applications web layer to enable the re-direction of login to the IDCS login page.

20. Create a production runbook to document the configurations and troubleshooting steps for each Connector Integration.


### B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th>MCS - Oracle Managed Identity Cloud Service - Integrated Applications Unlimited, Custom Part #B90990</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Connector Environments</td>
<td>As identified in the Ordering Document</td>
</tr>
<tr>
<td>Number of Integrated Applications</td>
<td>As identified in the Ordering Document</td>
</tr>
<tr>
<td>Number of Connector Integrations</td>
<td>As identified in the Ordering Document</td>
</tr>
</tbody>
</table>

### C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. **Your Obligations**

   a. You must procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition, and Oracle Storage
Cloud Service required to provide adequate computing capacity for the performance of the Connector.

b. You must provide connection details of an external directory server as required for App Gate for user and group lookups.

c. You are responsible for creating user accounts in the Integrated Application(s).

d. You must purchase and maintain for the duration of the services, one or more Managed Applications Unlimited Pre-requisite Service and one or more Managed Identity Cloud Pre-requisite Service.

e. You are responsible for performing UAT of the Connector Integration.

2. Assumptions

   a. The following Oracle Programs are supported for integration using the Connector: Oracle E-Business Suite, PeopleSoft, Siebel, Oracle Hyperion, or Oracle Business Intelligence Enterprise Edition. Only Oracle Programs certified with Oracle Access Manager 11g will be supported.

   b. Oracle Access Manager is not required.

MCS - Oracle Managed Identity Cloud Service - Integrated Applications Unlimited Connector - Enhanced Recovery Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90839/B92162</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Environment</td>
</tr>
<tr>
<td></td>
<td>B90837/B92160</td>
</tr>
<tr>
<td></td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Connector</td>
</tr>
</tbody>
</table>

A. Description of Services

1. Oracle will provide Enhanced Recovery Services as described in Appendix 1: Oracle Managed Cloud Service Delivery Policies (the “Services”) in accordance with, and to supplement, the following services separately purchased by You (hereinafter “Pre-requisite Services”):

   Pre-requisite Services

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90838/B92161</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Environment</td>
</tr>
<tr>
<td>B90837/B92160</td>
<td>MCS - Oracle Managed Identity Cloud Service – Integrated Applications Unlimited Connector</td>
</tr>
</tbody>
</table>

2. Provide a named security service manager to manage delivery of the Services.

3. Provide the Services for one (1) Oracle E-Business Suite Asserter (“EBS Asserter”) connector environment or one (1) Oracle Application Gate (“App Gate”) connector environment in accordance with the following table:

Enhanced Recovery Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations:

1. **Your Obligations**
   
a. You must procure and maintain the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of EBS Asserter and App Gate associated with the Services.

b. You must procure and maintain for the duration of the services the Pre-Requisite Services.

#### MCS - Oracle Managed Security Data Masking Service for Oracle Technology Cloud

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88471</td>
<td>MCS - Oracle Managed Security Data Masking Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

### A. Description of Services

Oracle Managed Security Data Masking Service for Oracle Technology Cloud (“the Services”) is designed to reduce security risks by masking production data in a database object column in a non-production Oracle database while preserving the integrity of the database.

Oracle will perform the following for each database object column that needs to be masked (“Data Element”) for a maximum number of five (5) database tables per Oracle database for which You have purchased the Services:

1. Provide a named security service manager to manage delivery of the Services

2. Identify and document the Oracle database subject to the Services and the Data Elements identified by You to be masked (“DB document”)

3. Define and document the mask formats for each Data Element, such as address column or bank account column (“mask formats”)

4. Develop and test data masking scripts based on the mask formats in Your Oracle Managed Applications Unlimited refresh environments

5. Deploy and execute the masking scripts as part of Your Oracle Managed Applications Unlimited environments and verify data integrity

### B. Your Obligations and Service Assumptions

<table>
<thead>
<tr>
<th>RPO</th>
<th>1 hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTO</td>
<td>12 hours</td>
</tr>
<tr>
<td>Testing Frequency</td>
<td>Annual</td>
</tr>
</tbody>
</table>
In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses and an Oracle Data Masking and Subsetting Pack for Oracle Enterprise Management subscription or an Oracle Data Safe subscription, as applicable, and as required for the Services.
   b. Oracle Managed Applications Unlimited for Oracle Technology Cloud Service.
   c. One of the following for the Oracle Database for which You have purchased the Services
      (i) Oracle Compute Cloud Service
      (ii) Oracle Database Cloud Service
      (iii) Oracle Database Exadata Cloud Service

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

**MCS - Oracle Managed Security Database Audit Service for Oracle Technology Cloud**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88474/B92136</td>
<td>MCS - Oracle Managed Security Database Audit Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

**A. Description of Services**

Oracle Managed Security Database Audit Service for Oracle Technology Cloud (“the Services”) is designed to detect, and alert You of, suspicious unauthorized database activities that compromise the security of Your database and facilitate security forensic investigation within each database for which You have purchased the Services.

The Services consist of the following for the Oracle database on Oracle Technology Cloud for which You have purchased the Services (“Oracle database”):

1. Provide a named security service manager to manage delivery of the Services
2. Identify and document the Oracle database subject to the Services (“DB document”)
3. Conduct quarterly Service Delivery Reviews
4. Install and configure Audit Vault for the Oracle database set forth in the DB document
5. Integrate Oracle’s Audit Vault program (“Audit Vault”) with Oracle’s Security Information and Event Management system (“SIEM”) to enable monitoring of Audit Vault alerts 24 hours per day, seven days per week, 365 days per year (“7x24x365”)

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6. Install and configure client-side Audit Vault agents on the Oracle database host nodes to enable collection of audit data by Audit Vault

7. Document and configure Oracle’s recommended auditing policies for the Oracle database

8. Configure standard reports that describe the state of audited activities and reflect the data collected from the database sources to the Oracle Audit Vault server (the “Oracle Database Audit Vault Reports”) to enable automatic weekly distribution of such Oracle Database Audit Vault Reports to You

9. Monitor the operation of Audit Vault and Audit Vault agents

10. Triage issues related to the Services, including application of Audit Vault patches agreed to by You and Oracle

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. The Oracle Database licenses, including Oracle Audit Vault Database Firewall (AVDF) licenses as required for the Services.
   b. One of the following for the Oracle Database for which You have purchased the Services
      (i) Oracle Compute Cloud Service
      (ii) Oracle Database Cloud Service
      (iii) Oracle Database Exadata Cloud Service

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services

**MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88472/B92140</td>
<td>MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Security Database Encryption Service for Oracle IaaS (the “Services”) uses Transparent Database Encryption (TDE) to encrypt data stored in the file system layer of the database designed to secure such data against system or operating system level attacks and unauthorized access.

The Services consist of the following for the Oracle database for which You have purchased the Services (“Oracle database”):
1. Provide a named security service manager to manage delivery of the Services
2. Identify and document the Oracle database to be encrypted (“DB document”)
3. Conduct quarterly Service Delivery Reviews
4. Design and implement TDE for the Oracle database set forth in the DB document
5. Provide one (1) Attestation Report per Oracle database.
6. Setup Oracle Wallet Manager for management of encryption keys, including one (1) key rotation per year.
7. Monitor TDE for the Oracle database
8. Triage issues related to the Services, including application of patches agreed to by You and Oracle

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. The Oracle database licenses, including Oracle Advanced Security Option – Transparent Database Encryption (Oracle ASO-TDE) licenses as required for the Services.
   b. For the Oracle database for which You have purchased the Services, Oracle Compute Cloud Service.
2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88473/B92139</td>
<td>MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Security Database Encryption Service for Oracle PaaS (the “Services”) manages Transparent Database Encryption (TDE) to validate and monitor data stored in the file system layer of the database designed to secure such data against operating system level attacks and unauthorized access.
The Services consist of the following for the Oracle database for which You have purchased the Services (“Oracle database”):

1. Provide a named security service manager to manage delivery of the Services
2. Identify and document the Oracle database (“DB document”)
3. Conduct quarterly Service Delivery Reviews to review delivery of the Services
4. Validate TDE for the Oracle database set forth in the DB document
5. Provide one (1) Attestation Report per Oracle database.
6. Setup Oracle Wallet Manager for management of encryption key, including one (1) key rotation per year.
7. Monitor TDE for the Oracle database
8. Triage issues related to the Services, including application of patches agreed to by You and Oracle

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must purchase and maintain for the duration of the Services one of the following for the Oracle database for which You have purchased the Services:
   a. Oracle Database Cloud Service (Enterprise or above)
   b. Oracle Database Exadata Cloud Service
2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88475/B92135</td>
<td>MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Security Database Vault Service for Oracle Technology Cloud ("the Services") is designed to assist restrict unauthorized users from accessing data stored in the Oracle database.
The Services consist of the following for each Oracle database for which You have purchased the Services (“Oracle database”):

1. Provide a named security service manager to manage delivery of the Services
2. Identify, and document, the Oracle database subject to the Services (“DB document”)
3. Conduct Service Delivery Reviews
4. Setup and configure Oracle’s Database Vault program (“Database Vault”) for the Oracle database set forth in the DB document
5. Design and implement the Database Vault realms (“Database Vault Realms”) , rules and policies (“Database Vault Rules and Policies”) based on the DB document and Your realm, rule, and policy (“Database Vault controls”) requirements
6. Test Your Database Vault controls
7. Provide an Attestation Report
8. Monitor the operation of Database Vault
9. Document and follow standard Oracle break-glass procedure for temporary access to Database Vault realms for administrative tasks mutually agreed to by You and Oracle
10. Triage issues related to the Services, including application of Database Vault patches agreed to by You and Oracle

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Attestation Reports</td>
<td>One for each Oracle Database</td>
</tr>
<tr>
<td>Database Vault Realms</td>
<td>2</td>
</tr>
<tr>
<td>Database Vault Rules and Policies</td>
<td>15</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses, including Oracle Database Vault licenses as required for the Services.
   b. One of the following for the Oracle Database for which You have purchased the Services
      (i) Oracle Compute Cloud Service
      (ii) Oracle Database Cloud Service (Enterprise or above)
(iii) Oracle Database Exadata Cloud Service

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

**MCS - Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88476</td>
<td>MCS - Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

**A. Description of Services**

Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud (the “Services”) is designed to monitor, and provide alerts of, unauthorized changes to certain system and application files that could be a sign of a possible compromise to Your Services Environment.

The Services consist of the following for each node for which You have purchased the Services (“Target Node”) in accordance with the Service Maximums table:

1. Provide a named security service manager to manage delivery of the Services
2. Identify with You and document the Target Nodes (“TN document”)’
3. Conduct Service Delivery Reviews
4. Design and implement file integrity monitoring (FIM) policies on the Target Node (the “FIM Policies”).
5. Provide an Attestation Report
6. Integrate the Target Node with Oracle’s Security Operations Center (SOC) to enable incident monitoring and response services 24 hours per day, seven days per week, 365 days per year (“7x24x365”)
7. Provide a report, in a format determined by Oracle, documenting file integrity monitoring alerts over a reported period of time (the “FIM Activity Report”).
8. Triage issues related to the Services

**B. Service Maximums**

The Services are subject to the following constraints (“Service Maximums”).
### Service Maximums

<table>
<thead>
<tr>
<th>Service Delivery Reviews</th>
<th>Quarterly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attestation Report</td>
<td>One for each Target Node</td>
</tr>
<tr>
<td>FIM Policies</td>
<td>5</td>
</tr>
<tr>
<td>FIM Activity Reports</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

---

C. **Your Obligations and Service Assumptions**

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses as required for the Services.
   b. One of the following for each node for which You have purchased the Services
      i. Oracle Compute Cloud Service
      ii. Oracle Database Cloud Service
      iii. Oracle Database Exadata Cloud Service
      iv. Oracle Java Cloud Service

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services

---

### MCS - Oracle Managed Security Operation Center for Cloud

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90043/B90150</td>
<td>MCS - Oracle Managed Security Operations Center for Cloud</td>
</tr>
<tr>
<td>B90151</td>
<td>MCS - Oracle Managed Security Operations Center for Cloud, Custom</td>
</tr>
</tbody>
</table>

---

A. **Description of Services**

The Oracle Managed Security Operation Center for Cloud service ("the Services") utilize Oracle’s Cloud Access Security Broker (CASB) technology to provide You with alerts monitoring, reporting, and incident response.

The Services consist of the following activities for up to the number of CASB instances identified in the Service Maximums table ("CASB Instances"):

1. Provide a named security service manager to manage delivery of the Services.
2. Register the instances for each Cloud application for which the Services will be provided (the “Cloud Applications”) in CASB for security monitoring (the “Registered Instances”); the Cloud Applications must be supportable by CASB.

3. Provide You with access URLs and administrative User names and passwords.

4. If required by You, perform the following configurations for CASB:
   a. Configure Oracle’s Identity Cloud Service (IDCS), or the applicable solution provided by the Third Party Vendor Okta (the “Identity Tool”), as the identity provider (the “Identity Provider”).
   b. Configure single sign-On (SSO) access for the CASB administration console through integration with the Identity Tool.
   c. Setup IDCS as the Identity Provider in CASB to accommodate SSO access for the Cloud Applications.
   d. Configure to monitor for suspicious IP addresses and address ranges, and either whitelist or blacklist them.
   e. Configure to push security control values to the Cloud Applications.
   f. Provide You with quarterly user activity and system audit trail reports.

5. Adjust CASB policy definitions based on Your risk and reporting requirements.

6. Provide an attestation report.

7. Tune security policies in CASB in a continuous effort to improve efficiency.


B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>Quarterly</td>
</tr>
<tr>
<td>CASB Instances</td>
<td>1</td>
</tr>
<tr>
<td>Cloud Applications</td>
<td>5</td>
</tr>
<tr>
<td>Registered Instances per Cloud Application</td>
<td>1</td>
</tr>
<tr>
<td>IDCS or Okta Service Instances</td>
<td>1</td>
</tr>
<tr>
<td>Attestation Report</td>
<td>1</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions
In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must identify the Cloud Application(s) for which the Services will be provided.

2. You must procure and maintain for the duration of the Services the following:
   a. An Oracle Cloud Access Security Broker subscription
   b. Oracle’s Identity Cloud Service subscription and/or Okta, as applicable for SSO functionality
   c. A license and technical support for ServiceNow

3. You must create and provide Oracle with a dedicated CASB user account with appropriate roles and permissions for use in each Cloud Application.

4. You must provide SAML metadata of Identity Providers.

5. You must provide the users to be configured in CASB as service administrators.

6. You are responsible for user acceptance testing to assist Oracle in configuring and tuning security policies.

7. You must review and provide written sign-off of for configuration policies and reports provided by Oracle as a part of the Services.

8. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

9. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

10. You acknowledge that the Cloud Applications must be supportable by Oracle CASB.

### MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90463/B92148</td>
<td>MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS</td>
</tr>
<tr>
<td>B90552</td>
<td>MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS, Custom</td>
</tr>
</tbody>
</table>

**A. Description of Services**

Oracle Managed Security Penetration Testing Service for PaaS and IaaS (the “Services”) consists of the following activities performed by a team of Oracle Certified Ethical Hacker (“CEH”) analysts for one web application environment comprising one or more server components logically or physically deployed on compute hosts and fulfilling a specific use (the “Penetration Test Target Environment”):

1. Provide a named security service manager to manage delivery of the Services;
2. Conduct Service Delivery Reviews;
3. Identify and document details of the Penetration Test Target Environment, associated Target Environment URL(s), and hosts/Virtual Machines (“VMs”), and assets to be included in the scope of the penetration test (“Penetration Test Document”);

4. Define a penetration test based on the Penetration Test Document utilizing a combination of publicly available scanning tools and human engineered attack vectors (the “Penetration Test”);

5. Execute the defined Penetration Test in the Target Environment from the public Internet (the “Penetration Test Execution”);

6. Provide a report of findings, in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies, which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html that will include the following (the “Penetration Test Report”):
   a. An executive summary,
   b. Technical analysis,
   c. Security risks,
   d. Severity ratings, and
   e. Recommendations for remediation.

7. Review the Penetration Test Report with You during the Service Delivery Review.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th>Constraints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>1 per Year</td>
</tr>
<tr>
<td>Penetration Test Executions</td>
<td>1 per Year</td>
</tr>
<tr>
<td>Penetration Test Target Environments</td>
<td>1</td>
</tr>
<tr>
<td>Hosts Per Target Environment</td>
<td>20</td>
</tr>
<tr>
<td>Application URL(s) Per Target Environment</td>
<td>6</td>
</tr>
<tr>
<td>Penetration Test Reports</td>
<td>1 per Year</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. You must procure and maintain for the duration of the Services Oracle PaaS and/or IaaS subscriptions as required for Your Target Environment.
   b. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and
for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
c. You must provide Oracle with suitable hours during which the penetration test may be executed.
d. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
e. You are responsible for completing any remediation actions for issues identified in the Penetration Test Report.
f. You must procure and maintain licenses, and obtain any necessary consents, for any publicly available scanning tools used to deliver the Services.

2. Service Assumptions
   a. Oracle will not execute a penetration test to retest issues that were identified in the Penetration Test Report and for which You have completed recommended remediation actions. You may purchase additional penetration tests subject to additional fees.
b. The Services will be delivered remotely.
c. Oracle will take reasonable and appropriate precautions designed to minimize the risk of a Service Interruption, however, You understand and acknowledge that it is not possible to completely eliminate such risk and that in the event of a Service Interruption as a result of the penetration testing activities, You are responsible for any costs associated with the service restoration.
d. The Penetration Test Report will be provided in a 7zip file over email with a password to open the 7zip file provided in a separate email.

**MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B88478/B92240</td>
<td>MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

### A. Description of Services

Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud (the “Services”) are designed to scan hosts/ Virtual Machine(s) (VM) to assist with the detection of vulnerabilities of the hosts/Virtual Machine(s) (VM) within Your Oracle Technology Cloud Services target environments and which Customer accesses through the SSH interface. For clarity, environment does not include infrastructure components.

The Services consist of the following for each target environment for which You have purchased the Services (“target environment”):

1. Provide a named security service manager to manage delivery of the Services
2. Identify and document each target environment and associated hosts/VM(s) to be scanned and the scope of the scan (“Target document”)  
3. Conduct Service Delivery Reviews
4. Implement external and internal security vulnerability scans of the hosts/ VM(s) for the target environment based on the Target document (the “Vulnerability Scan”).

5. Deliver a scan report based on the security vulnerability scans in a format determined by Oracle and subject to Oracle’s vulnerability policies.

6. Provide summary and technical analysis report during the Service Delivery Review that details applicability, risks and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle’s vulnerability policies.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Nodes/VMs</td>
<td>10 per target environment</td>
</tr>
<tr>
<td>Vulnerability Scans</td>
<td>4 per year</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You must procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses as required for the Services.
   b. One of the following for each target environment for which You have purchased the Services
      (i) Oracle Compute Cloud Service
      (ii) Oracle Database Cloud Service
      (iii) Oracle Database Exadata Cloud Service
      (iv) Oracle Java Cloud Service

2. The Services do not include penetration testing.

3. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

4. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
MCS - Oracle Managed Security Web Application Firewall Service

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92798</td>
<td>MCS - Oracle Managed Security Web Application Firewall Service – Base, Standard</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period identified in Your order, Oracle will provide the Oracle Managed Security Web Application Firewall Service – Base, Standard (the “WAF Services”) that are designed to protect Your Internet-facing web applications against web application attacks utilizing Web Application Firewall (“WAF”) Cloud Service. The WAF Services support Internet-facing web applications deployed on Oracle Cloud Infrastructure, on Your premises, or at a third party datacenter.

Oracle will provide the following WAF Services for each of Your fully qualified domain name (“FQDN”) protected sites for which You have purchased the WAF Services (“FQDN Protected Sites”):

1. Provide a named security account manager to manage delivery of the WAF Services.
2. Identify and document the FQDNs provided by You (“FQDN document”).
3. Configure and apply WAF security policies, first in monitoring then blocking mode, to deliver FQDN protection which includes the following:
   a. Direct end user application traffic to WAF Cloud Service.
   b. Analyze user requests from client devices against WAF security policies following SSL termination (the “HTTPS User Requests”) in accordance with Section B.
   c. Block or drop HTTPS User Requests that do not comply with the established WAF security policies, such as requests from a specific IP or region or requests that contain malicious code or URLs.
   d. Generate an alert to notify Oracle Security Operations Center (“SOC”) of blocked HTTPS User Requests that require further analysis.
   e. Re-encrypt legitimate HTTPS User Requests and forward the request to Your Internet-facing web application servers.
   f. Route legitimate HTTPS User Request responses to Your client devices (the “Egress Traffic”).
   g. Assist You with UAT testing.
   h. Tune the established WAF security policies, including removal of false positives.
4. Integrate the WAF Cloud Service with SOC to enable incident monitoring and response 24 hours per day, seven days per week, 365 days per year (“7x24x365”).
5. Measure HTTPS User Requests and Egress Traffic for Your FQDN Protected Site(s) and provide You with a monthly report.
6. Provide a report, in a format determined by Oracle, documenting WAF alerts for a specified period of time grouped by geo location and types of attacks (the “Web Application Firewall Activity Report”) at the frequency defined in Section B.
7. Notify You of newly discovered security vulnerabilities and exploits and work with You to apply protective WAF signatures when available.
8. Triage WAF issues for the duration of the WAF Services, including policy tuning for FDQN Protected Sites.

9. Conduct Service Delivery Reviews in accordance with Section B.

10. Provide the following configuration management activities for the WAF Services:
   a. Maintain and document changes to version information for all configuration items.
   b. Maintain architecture documents that represent the current configuration of the WAF Services.

11. Provide the WAF Services as described in the following sections of Appendix 1: Oracle Managed Cloud Service Delivery Policies:
   a. Oracle Managed Cloud Security Policy, limited to the services listed in Table 1 of the Oracle Managed Cloud Security Policy.
   b. Oracle Managed Cloud Incident and Problem Management Policy
   c. Oracle Managed Cloud Continual Service Improvement Policy

12. Provide the following activities associated with decommissioning Your WAF Services upon receipt of Your written notification to terminate the WAF Services:
   a. Identify and confirm an Oracle Decommission Contact and work with You to establish the departure date.
   b. Complete the decommission upon receipt of Your SR that must be submitted by You at least one week prior to the established departure date.

B. Service Level and Availability Management

Oracle will provide Managed Cloud Service level and Availability Management as described in Appendix 1: Oracle Managed Cloud Service Delivery Policies, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the WAF Services:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for the WAF Services to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>99.5%</td>
<td>&lt; 99.5%</td>
<td>10%</td>
</tr>
<tr>
<td>Service Request Severity Level 1</td>
<td>&lt;= 15 minutes</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Service Level</td>
<td>Service Level Target</td>
<td>Credit Criteria</td>
<td>Service Level Credit %</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Service Request Severity Level 2 &lt;= 4 hours</td>
<td>&lt;90% of SRs responded to within target</td>
<td></td>
</tr>
<tr>
<td>Performance Against WAF Services</td>
<td>Performance of the WAF Services in accordance with this Service Description</td>
<td>As described in Appendix 1</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the WAF Services for the month in which the Service Level Credit accrued.

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the fees paid for the WAF Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the WAF Services provided in such month in connection with the Services provided in such month.

**Availability Service Level**

The Availability Service Level for the WAF Services consists of the measurement of the percentage of time that the Production Web Application Firewall Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\frac{\left(\text{Total minutes in a calendar month} \times \text{number of Production Environments}\right) - \text{Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month}}{\text{Total minutes in the calendar month} \times \text{number of Production Environments}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle’s monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

**Service Request Response Time Service Level**

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:
- Customer submits the Service Request via My Oracle Support.
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

For purposes of calculating Oracle’s performance against the Service Request Response Time Service Level or calculating any Service Level Credits, the measurement of Oracle’s Time to Respond shall begin at Oracle’s acceptance of the applicable SR.

SRs for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

C. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
</tr>
<tr>
<td>FQDN Protected Sites</td>
</tr>
<tr>
<td>HTTPS User Requests per Month</td>
</tr>
<tr>
<td>Egress Traffic per Month</td>
</tr>
<tr>
<td>Web Application Firewall Activity Reports</td>
</tr>
</tbody>
</table>

D. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the WAF Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
   b. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
   c. Update Your DNS records to point to the Oracle provided WAF CNAME as required for Oracle to deliver the WAF Services.
   d. Configure Your servers to accept traffic from the WAF servers.
   e. Provide the public certificate for the FDQN Protected Sites and the corresponding private key and IP address of the public facing endpoint for the associated site.

2. Assumptions
a. Your HTTPS User Requests or Egress Traffic will not exceed the established maximums identified in the Service Maximums table in Section B for three consecutive months. If such Service Maximums are exceeded, Oracle will notify You and work with You to identify the root cause and any additional services that You may need to purchase.

b. The WAF Services do not include any service that is not explicitly described in this Service Description.

MCS - Oracle Managed Security Web Application Firewall Service – Additional Internet Site

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92799</td>
<td>MCS - Oracle Managed Security Web Application Firewall Service – Additional Internet Site</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period identified in Your order, Oracle will provide Oracle Managed Security Web Application Firewall Service – Additional Internet Site (the “Additional FQDN Services”) that are designed to configure and manage web application firewall (WAF) policies to help protect Your internet-facing web application against web application attacks utilizing WAF Cloud Service.

Oracle will provide the Additional FQDN Services for one (1) additional fully qualified domain name (“FQDN”) protected site (“FQDN Protected Sites”).

1. Identify and document the additional FQDN provided by You (“FQDN document”) in accordance with and to supplement the established maximums of the following services separately purchased by You (the “Pre-requisite Service”):

   Pre-requisite Service:

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92798</td>
<td>MCS - Oracle Managed Security Web Application Firewall Service – Base, Standard</td>
</tr>
</tbody>
</table>

2. Configure and apply WAF policies in monitoring then blocking mode to deliver FQDN protection which includes the following:

   a. Direct end user application traffic to WAF Cloud Service.
   b. Analyze user requests from client devices against WAF security policies following SSL termination (the “HTTPS User Requests”) in accordance with Section B.
   c. Block or drop HTTPS User Requests that do not comply with the established WAF security policies, such as requests from specific IP or region or requests that contain malicious code or URLs.
   d. Generate an alert to notify Oracle Security Operations Center (SOC) of blocked HTTPS User Requests that require further analysis.
   e. Re-encrypt legitimate HTTPS User Requests and forward the request to Your Internet-facing web application servers.
f. Route legitimate HTTPS User Request responses to Your client devises (the “Egress Traffic”).
g. Assist with Your UAT testing.
h. Tune the established WAF security policies, including removal of false positives.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

<table>
<thead>
<tr>
<th>Service Maximums</th>
</tr>
</thead>
<tbody>
<tr>
<td>FQDN Protected Sites</td>
</tr>
<tr>
<td>1 Site (FQDN)</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Additional FQDN Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
   b. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Additional FQDN Services.
   c. Update Your DNS records to point to the Oracle provided WAF CNAME as required for Oracle to deliver the Additional FQDN Services.
   d. Configure Your servers to accept traffic from the WAF servers.
   e. Provide the public certificate for the FQDN Protected Site and the corresponding private key and IP address of the public facing endpoint for the associated site.

2. Assumptions
   a. Your HTTPS User Requests or Egress Traffic will not exceed the established maximums for three consecutive months. If such maximums are exceeded, Oracle will notify You and work with You to identify the root cause and any additional services that You may need to purchase.
   b. The Additional FQDN Services do not include any service that is not explicitly described in this Service Description.
MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B90464/B92105</td>
<td>MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS</td>
</tr>
<tr>
<td>B90553</td>
<td>MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS, Custom</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS (the “Services”) is designed for Oracle to perform the following activities for one (1) of Your websites, consisting of a collection of related web pages, including static and dynamic content, identified with a common fully qualified domain name (FQDN) (the “Target Website”):

1. Provide a named security service manager to manage delivery of the Services;
2. Conduct Service Delivery Reviews;
3. Identify and document details of the Target Website and associated Uniform Resource Locators (URLs), unique web pages (“Web Pages”) and/or user entry forms (“Forms”) to be included in the scope of the scan (“Target Document”);
4. Define an unauthenticated web application security scan for the Target Website based on the Target Document (the “Web Application Scans”);
5. Run the defined Web Application Scan in an effort to identify cross-site scripting, SQL injection, cookie tampering, malicious file execution, and other web-based vulnerabilities (the “Web Application Scan Execution”);
6. Conduct manual assessment to discard any false positives as a result of the Web Application Scan;
7. Provide You with a scan report, in a format determined by Oracle and subject to Oracle’s Security Vulnerability Disclosure Policies, which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html, that will include the following (the “Assessment Report”):
   a. An executive summary;
   b. Technical analysis;
   c. Vulnerabilities and associated security risks; and
   d. Recommendations for remediation.
8. Review the Assessment Report with You during the Service Delivery Review.

B. Service Maximums

The Services are subject to the following constraints (“Service Maximums”).
<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>4 per year</td>
</tr>
<tr>
<td>Target Websites</td>
<td>1</td>
</tr>
<tr>
<td>Web Pages or Forms Per Target Website</td>
<td>20</td>
</tr>
<tr>
<td>Web Application Scan Executions</td>
<td>4 per year</td>
</tr>
<tr>
<td>Assessment Reports</td>
<td>4 per year</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations
   a. You must procure and maintain for the duration of the Services suitable Oracle PaaS and/or IaaS subscriptions to support the web application against which the Service will be executed.
   b. You must provide the fully qualified URL for the internet facing website against which the Service will be executed, and suitable hours during which the assessment may be carried out.
   c. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
   d. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services, if required.

2. Service Assumptions
   a. Your Target Website must be internet facing.
   b. The Services will be delivered remotely.
MCS - Oracle Cloud Service Units (CSUs)

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B87404/B90168</td>
<td>MCS - Cloud Service Units</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Cloud Service Units (CSUs) may be used to obtain a wide variety of Managed Cloud Services as described in the *Oracle Cloud Service Unit Catalog which may be viewed at* available at https://support.oracle.com by searching on Document ID 784630.1.

CSUs are available for flexible month-to-month consumption and will expire one year from the start of the Managed Cloud Services Period for such CSUs. Any unused quantity of CSUs that remain at the end of the one year period will be forfeited and Oracle shall have no further obligation with respect to such unused CSUs.

B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You are responsible for purchasing the number of CSUs required to support Your Environment.
2. You acknowledge and agree that Oracle will invoice you and You shall pay all fees for CSUs upon Oracle acceptance of Your order.

C. Oracle Managed Cloud Policies

Your order for Oracle Cloud Services is subject to the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*. 
**ORACLE MANAGED SERVICES FOR ON PREMISE**

**MCS - Oracle Business Help Desk for Applications Unlimited for On-Premise**

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92016</td>
<td>MCS - Oracle Business Help Desk for Applications Unlimited for On-Premise</td>
</tr>
</tbody>
</table>

**A. Description of Services**

During the Managed Cloud Services Period identified in Your order, Oracle will provide the Oracle Business Help Desk for Applications Unlimited for On-Premise described herein (the “Help Desk Services”) in accordance with the Managed Services Exhibit, including, but not limited to, the following: (a) the specific Oracle Programs subject to the Help Desk Services (the “Identified Oracle Programs”); (b) the number of CEMLIs subject to the Help Desk Services (the “Identified CEMLIs”); and (c) the critical business processes to be monitored (the “Critical Business Processes”).

The Help Desk Services consist of:

1. A Technical Account Manager (“TAM”) that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.

2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including the Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.

3. Critical business process management support for the duration of the Help Desk Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Managed Services Exhibit.

4. Receiving and managing the following types of Service Requests (“SR(s)”) related to the Help Desk Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit (the “Request System”):
   a. Type 1: Standard Functional Support SR
   b. Type 2: Complex Functional Support SR
   c. Type 3: Standard CEMLI SR
   d. Type 4: Complex CEMLI SR
   e. Type 5: New CEMLI SR

Type 1 SRs, Type 2 SRs, Type 3 SRs, Type 4 SRs, and Type 5 SRs are related through a common unit of measure, the Service Request Unit (“SRU”), in accordance with the Service Request consumption table and as further detailed below.
Service Request Consumption

<table>
<thead>
<tr>
<th>Service Request Consumption¹</th>
<th>Oracle Business Help Desk for Applications Unlimited for On-Premise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Units Consumed for Type 1 SRs</td>
<td>1 SRU</td>
</tr>
<tr>
<td>Units Consumed for Type 2 SRs</td>
<td>4 SRUs</td>
</tr>
<tr>
<td>Units Consumed for Type 3 SRs</td>
<td>15 SRUs</td>
</tr>
<tr>
<td>Units Consumed for Type 4 SRs</td>
<td>30 SRUs</td>
</tr>
<tr>
<td>Units Consumed for Type 5 SRs</td>
<td>40 SRUs</td>
</tr>
</tbody>
</table>

¹Service Request Unit consumption is expected to remain level from month to month.

a. Type 1 SR: Standard Functional Support SR
   (i) SRs related to the activities described in the following table:

<table>
<thead>
<tr>
<th>Category</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>End User Management</td>
<td>Initializing new Users</td>
</tr>
<tr>
<td></td>
<td>Removing existing Users</td>
</tr>
<tr>
<td></td>
<td>Resetting passwords</td>
</tr>
<tr>
<td></td>
<td>Defining responsibilities</td>
</tr>
<tr>
<td></td>
<td>Updating User responsibilities and privileges</td>
</tr>
<tr>
<td></td>
<td>Defining, updating and managing User profile options</td>
</tr>
<tr>
<td>Software Management</td>
<td>Define and maintain custom menus and functions within the Supported Programs</td>
</tr>
<tr>
<td>“How to” questions regarding Supported Programs</td>
<td>Using standard features and functionality of the Supported Programs</td>
</tr>
<tr>
<td>Managing Batch Processing and Programs</td>
<td>Defining batch programs within the Supported Programs</td>
</tr>
<tr>
<td></td>
<td>Scheduling batch programs</td>
</tr>
<tr>
<td></td>
<td>Updating batch programs</td>
</tr>
<tr>
<td></td>
<td>Providing log and output files</td>
</tr>
<tr>
<td></td>
<td>Setting the batch processing User profile</td>
</tr>
<tr>
<td></td>
<td>Setting up cross reference values in domain value maps</td>
</tr>
<tr>
<td></td>
<td>Configuration changes to integration programs</td>
</tr>
</tbody>
</table>

Oracle will address Type 1 SRs in accordance with the Service Request Consumption Table and for the number of SRUs listed in the Managed Services Exhibit.
b. Type 2 SRs: Complex Functional Support SR
   (i) SRs related to functional and technical issues that require detailed analysis, are not considered Type 1 SRs, and are not related to a CEMLI Break-fix.

Oracle will address Type 2 SRs in accordance with the Service Request Consumption Table and for the number of SRUs listed in the Managed Services Exhibit.

c. Type 3 SRs: Standard CEMLI SR
   (i) SRs related to a CEMLI Break-fix which require changes in a single block of code.
   (ii) SRs related to an individual patch impact analysis for application patches that fix a single application issue.
   (iii) SRs related to enhancements to a single block of code for one specified CEMLI.

Oracle will address Type 3 SRs in accordance with the Service Request Consumption Table and for the number of Identified CEMLIs listed in the Managed Services Exhibit.

d. Type 4 SRs: Complex CEMLI SR
   (i) SRs related to CEMLI Break-fixes that require changes in multiple blocks of code in a single CEMLI object.
   (ii) SRs related to enhancements to multiple blocks of code for one specified CEMLI.

Oracle will address Type 4 SRs in accordance with the Service Request Consumption Table and for the number of Identified CEMLIs listed in the Managed Services Exhibit.

e. Type 5 SRs: New CEMLI SR
   (i) SRs related to a new CEMLI request that contains one logical code artifact, such as an integration or report, or extends an existing design, for which Oracle will perform the following:
      (1) Review the requirements for the new CEMLI documented by You;
      (2) Advise if Your new CEMLI request can be fulfilled with one New CEMLI SR;
      (3) Create the new CEMLI, unit test the new CEMLI, and update the documentation repository for the new CEMLI.

Each SR must relate only to a single issue. While additional issues may arise out of an earlier issue for which an SR has been submitted, such subsequent issues are considered new issues and a separate SR must be created for each such issue.

B. Service Level Management

The performance of the Help Desk Services shall be measured against the following three Service Levels: Service Request Resolution Time, Service Request Response Time, and Performance Against Help Desk Services.

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for Help Desk Services under this service description to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
</table>
| Service Request Resolution Time for Severity Level 1 SRs | ▪ Severity Level 1, Type 1 SRs: 8 hours  
▪ Severity Level 1, Type 2 SRs: 8 hours  
▪ Severity Level 1, Type 3 SRs: 12 hours  
▪ Severity Level 1, Type 4 SRs: 12 hours | <90% of Severity 1 Level SRs resolved within target | 1.5% |
| Service Request Resolution Time for Severity Level 2 SRs | 24 hours  | <90% of Severity 2 Level SRs resolved within target | 1.5% |
| Service Request Response Time                       | Severity Level 1: 30 minutes  
Severity Level 2: 60 minutes  
Severity Level 3: 8 hours  
Severity Level 4: 24 hours | <90% of Service Requests responded to within target | None |
| Performance Against Help Desk Services              | Performance of the Help Desk Services in accordance with this Service Description    | As described under Performance Against Help Desk Services Service Level | As indicated in Performance Against Help Desk Services Service Level Section below |

**Service Request Resolution Time**

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR for a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle).

For purposes of calculating Oracle’s performance against the Target Resolution Time Service Level or calculating any Service Level Credits, the measurement of Oracle’s time-to-resolve shall begin when an FSDSR is entered into the queue in the Request System that is monitored by Oracle.

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in Section C below and calculated in accordance with the following formula:

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SRs for which the root cause is subject to exclusion per Section B.5, below or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Request Resolution Time calculation.

**Service Request Response Time**

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) taken for Oracle to acknowledge the receipt of an SR (“Time to Respond”). The Time to Respond commences when an SR is entered into the applicable queue in the Request System that is monitored by Oracle.

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

\[
\left( \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right) \times 100
\]

**Service Level Credit At Risk Amount Cap**

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued.

**Performance Against Help Desk Services Service Level**

If you demonstrate that Oracle failed to perform Help Desk Services in accordance with this service description during a month, You shall be entitled to a Service Level Credit for such failure for such month.

The Service Level Credit for Performance Against Help Desk Services Service Level is three percent (3%) of the total fees paid by You for the Help Desk Services under this service description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Help Desk Services provided in such month.

**Service Level Applicability**
The applicability of, and Oracle’s obligations with respect to the measurement of, Oracle’s performance of Help Desk Services against the Service Levels, and Service Level Credits for the Service Request Resolution Time Service Level, commences only when the Production Environment is used for production purposes and You and Oracle mutually agree that the Production Environment is stable.

**Exclusions**

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Help Desk Services are temporarily suspended under the Order; (b) is caused by changes to or failures of any equipment, hardware or Infrastructure component not provided or managed by Oracle as part of the Help Desk Services under this Service Description, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle’s control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software, including Co-resident Third Party Programs; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by CEMLIs or other customizations; (h) is caused by Your failure to perform the activities indicated in this Service Description; (i) results from any software bugs; (j) occurs within a Non-Production Environment; (k) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Help Desk Services; (l) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (m) occurs prior to the successful completion of a Production Assessment resulting in Production Ready Status (PR) for the applicable Production Environment(s); (n) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (o) is the result of Your changes to access controls for the Help Desk Services established by Oracle; (p) occurs in a month when You have consumed more than 10 percent of the annual SRUs identified in the Managed Services Exhibit.

C. **Severity Definitions**

Each SR shall be assigned one of the following defined Severity Levels:
<table>
<thead>
<tr>
<th>SR Severity Level</th>
<th>Severity Level Definition</th>
</tr>
</thead>
</table>
| 1                 | You experience an Unplanned Outage. A Severity Level 1 SR results from a component (system process) level failure, and has one or more of the following characteristics:  
  - The Environment is down and/or inaccessible to all of Customer’s End Users  
  - Data is corrupted, resulting in a complete halt to Customer’s business operations  
  - Use of the Oracle Programs to conduct business operations cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency  
  - The Environment hangs indefinitely, causing indefinite delays for critical resources or application response  
  - You experience a Service Interruption within the Environment that causes a critical impact to Customer’s use of the Oracle Programs in one area of Customer’s business but is not the result of an Infrastructure Outage or component (system process) level failure. No acceptable work around is available, and business operations related to the affected function cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period. |
| 2                 | You experience an error in expected or documented functionality of the Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable work around and/or fix is available; however, business operations in the Environment can continue in a restricted fashion. |
| 3                 | You experience an error in expected or documented functionality of the Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A work around and/or fix may be required to restore functionality. |
| 4                 | You experience a minor or no loss in expected or documented functionality of the Oracle Programs. Severity Level 4 SRs may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs. |

D. **Mix of Severity Levels**

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Severity Level</strong></td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

E. **Service Maximums**

The Help Desk Services are subject to the following constraints (the “Service Maximums”).

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

<p>| Service Maximums |</p>
<table>
<thead>
<tr>
<th>Service Type</th>
<th>MCS - Oracle Business Help Desk for Applications Unlimited for On Premise Part# B92016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Monthly</td>
</tr>
<tr>
<td>Operational Reporting Frequency</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

F. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Help Desk Services depends upon Your fulfillment of the following obligations and assumptions:

1. You must separately purchase and continue to maintain for the duration of the Help Desk Services required licenses and technical support for the Identified Oracle Programs.

2. If the Request System will be Your ticketing system, You must (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate SRU tracking and balance reconciliation.

3. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

4. During the Initiation Phase, You must provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including critical business processes; (c) ticketing system, if identified as the Request System in the Managed Services Exhibit; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Help Desk Services.

5. You shall provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Help Desk Services.

6. You must provide source code repository access to Oracle for the Identified CEMLIs.

7. You acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Help Desk Services.

8. You acknowledge that Type 5 SRs are not Severity 1 issues and that Oracle will work Type 5 SRs during hours of operation 8x5.

9. You shall submit Service Requests with sufficient information and detailed documentation as required for delivery of the Help Desk Services.

10. You shall identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Help Desk Services.
A. Description of Services

During the Managed Cloud Services Period defined in Your order, Oracle will provide Oracle Regression Testing Services for On Premise (the “On Prem Regression Testing Services”) for the Oracle Applications Unlimited programs for which You have purchased On Prem Regression Testing Services (the “Supported Programs”). The Supported Programs may include either one of the following: (i) Oracle E-Business Suite; (ii) Oracle PeopleSoft; (iii) J.D. Edwards Enterprise One; (iv) Oracle Hyperion; or (v) Oracle Database.

Oracle will provide the following activities for the On Prem Regression Testing Services in accordance with the Managed Services Exhibit:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the On Prem Regression Testing Services (“Identified Supported Programs”) and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Managed Services Exhibit.

3. Creation of new test scripts or modification of existing test scripts in accordance with the Service Entitlements documented in the Managed Services Exhibit.

4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the “Regression Test Scripts”) identified in the Managed Services Exhibit, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).

5. A compare of the actual results of the executed Regression Test Scripts with expected results.

6. Creation of an operational report upon the completion of each regression testing cycle.
B. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the On Prem Regression Testing Services depends upon Your fulfillment of the following obligations and assumptions:

1. Your Obligations:
   a. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
   b. You acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the On Prem Regression Testing Services the licenses and Oracle Software Update License & Support (also referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, for the Identified Supported Programs, (ii) you will maintain licenses and technical support for any Third Party Software or Co- resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
   c. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
   d. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the On Prem Regression Testing Services.
   e. Provide Oracle access to Your Non-Production Environment to execute regression testing.
   f. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the On Prem Regression Testing Services.
   g. Be responsible for resolution of issues and failures identified during regression testing.
   h. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

2. Service Assumptions:
   a. Oracle will use Oracle Applications Testing Suite (OATS) and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the On Prem Regression Testing Services.
   b. The On Prem Regression Testing Services will be subject to the entitlements identified in the Managed Services Exhibit.
   c. Any additional services resulting from changes to the scope of services identified in this Service Description will be addressed through the Change Control Process specified in the Ordering Document.
   d. The On Prem Regression Testing Services do not include any activities that are not explicitly described in this Service Description.
MCS - Oracle Managed Technical Administration Services On Premise

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>B92372</td>
<td>MCS – Oracle Managed Technical Administration Services – On Premise</td>
</tr>
</tbody>
</table>

A. Description of Services

During the Managed Cloud Services Period identified in Your order, Oracle will provide Oracle Managed Technical Administration Services On Premise described herein (the “Tech Admin Services”) in accordance with the Managed Services Exhibit, including the following: (a) the specific Oracle Programs subject to the Tech Admin Services (the “Supported Oracle Programs”); (b) the number and type of environments subject to the Tech Admin Services (the “Identified Environments”); (c) the databases subject to the Tech Admin Services (the “Identified Databases”); (d) the number of SRs related to EnterpriseOne Configurable Network Computing (“CNC”) issues if J.D. Edwards is identified as one of the Supported Oracle Programs (the “JDE CNC Support SRs”); and (e) the supported coverage hours for the respective Supported Oracle Programs (the “Support Coverage”).

For the purpose of the Tech Admin Services under this Service Description “Supported Programs” refers to both the Supported Oracle Programs and the Identified Databases that reside in the Identified Environments and Operating System.

The Tech Admin Services consist of:

1. A Technical Account Manager (“TAM”) that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.

2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Supported Programs and CEMLIs implemented in the Identified Environments (“Identified CEMLIs”); (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (e) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (f) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (g) change management and escalation processes. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit.

3. Incident management of Service Requests (“SRs”) related to the Tech Admin Services as submitted by Your level 1 help desk via My Oracle Support or Your ticketing system (the “Request System”) in accordance with the Managed Services Exhibit. Each SR must relate only to a single issue.
   a. Acknowledge and manage SRs received from Your help desk.
   b. Assign one of the Severity Levels identified in section 4 below to each SR based on the impact to Your business operations.
   c. Validate SRs and route SRs to the appropriate individual within Oracle.
   d. Coordinate with Your incident management team as required.
   e. Collect system data, such as trace files, log files, and diagnostic information, as necessary to support Incident resolution.
f. Work on an open SR until one of the following occurs:
   (i) The underlying issue has been resolved
   (ii) A work-around has been implemented
   (iii) You and Oracle agree to close the SR.
   (iv) The SR is transferred to another group per the terms of this service description
   (v) The SR is determined by Oracle to be outside the scope of the Tech Admin Services
       and transferred back to Your help desk for reassignment to the appropriate team.
g. Monitor progress of SRs and provide status updates throughout the Incident lifecycle.
h. Escalate internally as required in response to urgency and business impact.
i. Validate closure of Incident SRs.

Severity Levels

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Severity Level Assignment Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td><strong>Critical Business Impact.</strong> The problem causes complete loss of service for the Environment. Work cannot reasonably continue, the operation is mission critical to Customer’s business, and the situation is an emergency. A Severity Level 1 SR meets one or more of the following criteria resulting in the aforementioned complete loss of service:</td>
</tr>
<tr>
<td></td>
<td>- Data is corrupted</td>
</tr>
<tr>
<td></td>
<td>- A crucial function is not available</td>
</tr>
<tr>
<td></td>
<td>- The system hangs indefinitely, causing unacceptable or indefinite delays for resources or response</td>
</tr>
<tr>
<td></td>
<td>- System crashes, and crashes repeatedly after restart attempts</td>
</tr>
<tr>
<td>Level 2</td>
<td><strong>Significant Business Impact.</strong> Incidents that result in part of the Environment being down, causing severe loss of service. No acceptable work-around is available; however, business operations in the Environment can continue to be conducted in a restricted manner.</td>
</tr>
<tr>
<td>Level 3</td>
<td><strong>Some Business Impact.</strong> The problem causes minor loss of service for the Environment. The impact is an inconvenience, which may require a work around to restore functionality.</td>
</tr>
<tr>
<td>Level 4</td>
<td><strong>Minimal Business Impact.</strong> The problem causes no loss of use of the Environment. The result is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the system within the Environment.</td>
</tr>
</tbody>
</table>

Downgrading Severity Levels: If an SR no longer warrants the Severity Level assigned based on its current impact on Your ability to use the Supported Programs for Your business operations, then the Severity Level will be downgraded to a lower Severity Level that most accurately reflects the current impact.

Upgrading Severity Levels: An SR may be upgraded to a higher Severity Level that most accurately reflects the current impact on Your ability to use the Supported Programs for Your business operations. You must provide Oracle with sufficient information to demonstrate the increased adverse impact of the issue on Your use of the Supported Programs.

4. Problem management activities for unknown root cause of a single Incident or multiple Incidents (a “Problem”) to address resolution and avoidance of Problems based on correction of the underlying error in the Identified Environment:
   a. Triage, troubleshoot, and address resolution of Problems described in SRs.
b. Complete, submit, and review with You a Root Cause Analysis ("RCA") report for Severity Level 1 Problem SRs that can be readily reproduced.

c. Coordinate with You to facilitate the resolution of the Problem with other appropriate support team(s) or Oracle Support when a technical administration related Problem cannot be resolved by the Technical Administration Service Desk.

5. Change management activities for Supported Programs to reduce risk by (i) ensuring that Changes to the Identified Environments occur via a mutually agreed documented process; and (ii) documenting approvals of and events related to Changes to the Identified Environments.

a. Install the Supported Programs in the Identified Environments.

b. Patch the Identified Environments as required to maintain existing functionality.
   (i) Minor releases, upgrades, and patches which change the intended functionality of the Supported Programs are not part of the Tech Admin Services. You may purchase such Changes for additional fees.

c. Analyze, recommend, and install Critical Patch Updates in the Identified Environments.

d. Promote CEMLIs following instruction submitted by You in an RFC.

e. Perform tasks that require administrative privileges for the Supported Programs in accordance with the Managed Services Exhibit:
   (i) Refreshes
   (ii) Backups and Restores
   (iii) Space allocation
   (iv) Purge routines
   (v) Environment configuration changes
   (vi) Security administration, including basic access controls

6. Availability management designed to maintain a consistent level of availability for the Identified Environments:

a. Analyze recurring Unplanned Outages and make recommendations for improvements to the Identified Environments to increase availability.

b. Coordinate Planned Outages for the Identified Environments.

c. Monitor the Supported Programs using the monitoring tools identified in the Managed Services Exhibit:
   (i) Identify event threshold violations for proactive response.
   (ii) Detect and acknowledge Outages and initiate Incident response.
   (iii) Upon request, provide historical data such as operating system performance graphs as available
   (iv) Provide You with the list of monitored events for each Identified Environment.

7. Capacity management activities related to current and future capacity and performance considerations for the Identified Environments:

a. For the Supported Programs
   (i) Monitor performance metrics and identify capacity issues.
   (ii) Make configuration Changes as required to maintain performance of the Supported Programs.
8. Service continuity management activities designed to permit recovery of the Supported Programs in the Identified Environments in the event of an Unplanned Outage:
   a. Assist with identifying file system components, including the database code tree and configuration files that require backup.
   b. Provide Restores (a reload of an image copy of database files and application files from a backup to the Environment from which the copy was made) in accordance with the Managed Services Exhibit.

9. Disaster Recovery (DR) testing activities designed to assist You with DR testing conducted by You once a year for the Disaster Recovery Environments identified in the Managed Services Exhibit, as applicable, limited to the following:
   a. Prepare a plan detailing the scope and success criteria for DR testing (the “DR Test Plan”).
   b. Coordinate activities identified in the DR Test Plan.
   c. Create a report summarizing the results of the executed DR Test Plan (the “DR Test Summary Report”).

B. Service Level and Availability Management:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for Tech Admin Services under this Service Description to be credited based on the credit criteria.

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment Availability</td>
<td>99.5%</td>
<td>&gt;99.0% and &lt; 99.5%</td>
<td>1.5%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt;=99.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Service Request Resolution Time for</td>
<td>8 hours</td>
<td>&lt;90% of Severity 1 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
<tr>
<td>Severity Level 1 SRs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Resolution Time for</td>
<td>24 hours</td>
<td>&lt;90% of Severity 2 Level SRs resolved within target</td>
<td>1.5%</td>
</tr>
<tr>
<td>Severity Level 2 SRs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td>Severity Level 1: 30</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Severity Level 2: 60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Severity Level 3: 8</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Severity Level 4: 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Levels</td>
<td>Service Level Target</td>
<td>Credit Criteria</td>
<td>Service Level Credit %</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Performance Against Service Description</td>
<td>Performance of the Tech Admin Services in accordance with this Tech Admin Services Service Description</td>
<td>As described under Performance Against Service Description</td>
<td>As indicated in Performance Against Service Description Section below</td>
</tr>
</tbody>
</table>

• **Environment Availability Service Level**

The Environment Availability Service Level consists of the measurement of the percentage of time that the Production Environments identified in the Managed Services Exhibit (collectively, the “Production Environments”) are available for access and use by You to conduct business operations. Environment Availability is measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\left\{ \frac{[\text{Total minutes in a calendar month} - \text{Unplanned Outages of any of the Production Environment, in minutes, in such month}]}{\text{Total minutes in the calendar month}} \right\} \times 100
\]

Only Severity Level 1 Unplanned Outages of a Production Environment shall be used to calculate Oracle’s monthly performance against the Environment Availability Service Level.

An “Unplanned Outage” means a complete loss of access to and use of a Production Environment that was not scheduled by Oracle or You and is caused by an Incident or Problem.

Unplanned Outages that affect multiple Production Environments shall be counted as the number of minutes of the Unplanned Outage; Unplanned Outage minutes are not accumulated across multiple Production Environments.

Incidents for which the root cause is subject to exclusion below or that occur in a Production Environment during a stabilization period shall not be included in the Environment Availability calculation.

• **Service Request Resolution Time Service Level**

The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when an SR is entered into the queue in the Request System that is monitored by Oracle.

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the table above and calculated in accordance with the following formula:

\[
\left\{ \frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month)}}{x \times 100} \right\}
\]
SRs for which the root cause is subject to exclusions below or that occur in a Production Environment during a stabilization period shall not be included in the Service Request Resolution Time calculation.

- **Service Request Response Time Service Level**

  The Service Request Response Time Service Level measures the elapsed time (during Support Coverage hours) taken for Oracle to acknowledge the receipt of an SR (“Time to Respond”). The Time to Respond commences when an SR is entered into the applicable queue in the Request System that is monitored by Oracle.

  The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

  \[
  \text{Service Level Credit} = \left( \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right) \times 100
  \]

  The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued.

- **Performance Against Service Description Service Level**

  The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level, MINUS any Service Level Credit calculated under the corresponding Environment Availability Service Level in connection with the Tech Admin Services provided in such month.

**Service Level Applicability**

The applicability of, and Oracle’s obligations with respect to the measurement of, Oracle’s performance of Tech Admin Services against the Service Levels, and Service Level Credits for the Environment Availability, Service Request Resolution Time Service Levels, and Service Request Response Time Service Level during the three phases of the Tech Admin Services life cycle is outlined in the following table.
Phase | Applicability of Service Levels and Credits for Environment Availability, Service Request Resolution Time, and Service Request Response Time Service Levels
--- | ---
Prior to Production Go-Live | Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.
Stabilization Period | Service Levels will be measured and reported during a Stabilization Period, but Service Level Credits will not be paid during such period.
Production | Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.

Exclusions
Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage; (b) is caused by changes to or failures of either equipment, hardware or Infrastructure component not provided by Oracle as part of the Tech Admin Services, including equipment owned or provided by You; (c) is caused by the Internet, which is outside of Oracle’s and Your control; (d) is caused by a force majeure event; (e) is caused by a declared Disaster; (f) results from any software bugs; (g) occurs within a Non-Production Environment; (h) is the result of issues that are not within the scope of the Tech Admin Services; (i) is related to or the direct result of an event or failure which occurred prior to the Effective Date of the Ordering Document (e.g. pre-existing service requests); (j) is the result of any network, power transmission, or telecommunications anomaly; or (k) is the result of any action or inaction on the part of persons or entities not associated with Oracle and the delivery of the Tech Admin Services.

C. Mix of Severity Levels
It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

<table>
<thead>
<tr>
<th>SR Severity Level Mix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity Level 1 SRs and Severity Level 2 SRs</td>
</tr>
</tbody>
</table>

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

D. Your Obligations and Service Assumptions
In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Tech Admin Services depends upon Your fulfillment of the following obligations and assumptions:

1. Your Obligations

   a. Separately purchase and continue to maintain for the duration of the Tech Admin Services required licenses and technical support for the Supported Programs.
   
   b. Maintain the hardware and operating system required to support the Tech Admin Services.
   
   c. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; and (c) seamlessly transfer SRs between queues as required for triage and routing purposes.
   
   d. Be responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.
   
   e. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (d) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (e) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (f) change management and escalation processes.
   
   f. Provide Oracle with necessary user and role access to the Supported Oracle Programs and Identified CEMLIs as required to deliver the Tech Admin Services.
   
   g. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Tech Admin Services.
   
   h. Coordinate with Oracle to conduct incident management, change management and release management activities within the Identified Environments.
   
   i. While an SR is at Severity Level 1, have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions and participate in diagnostics.
   
   j. Provide written approvals through the change management process for installation of changes of fixes in the Identified Environments.
   
   k. Perform all functional regression, unit and User Acceptance Testing for all Changes and resolutions and work arounds provided by Oracle.
   
   l. Identify the Supported Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Tech Admin Services.
   
   m. If Disaster Recovery Environments are part of the Identified Environments manage all aspects of Disaster Recovery, including the following:
      (i) Disaster Recovery planning, setup, monitoring of associated networks, filer replication, service restoration, and ongoing review and monitoring.
   
   n. Agree that Oracle may access Your systems as required for delivery of the Tech Admin Services using an Oracle defined standard virtual private network ("VPN"), multi-protocol label switching ("MPLS") connection, or Oracle Web Conference ("OWC").
2. Service Assumptions

a. Throughout the term of the Tech Admin Services, the Supported Programs must be at a current release that is generally available to Oracle’s commercial customers.

b. The Tech Admin Services do not include any service that is not explicitly described in this Service Description, such as:
   (i) Definition or implementation of business practices
   (ii) Formal Oracle software training
   (iii) Development or implementation support
   (iv) Disaster Recovery services
   (v) System architecture design or validation
   (vi) Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation
Retired Managed Cloud Services

MCS - Managed Database Cloud Service (Retired)

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retired</td>
<td>MCS - Managed Database Cloud Service</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Database Cloud Service (the “Services”) is an Oracle managed service on Oracle Technology Cloud at an Oracle data center or Customer’s data center for Oracle Database configured with RAC and Oracle’s Active Data Guard program deployed in accordance with the Service Maximums table (the “Deployment Configuration”). The Services consist of the following as described in the Appendix 1: Oracle Managed Cloud Service Delivery Policies:

1. Oracle Managed Cloud Security Policy
2. Oracle Managed Cloud Access Management Policy
3. Oracle Managed Cloud Change Management Policy
4. Oracle Managed Cloud Configuration Management Policy
5. Oracle Managed Cloud Release Management Policy including the following:
   a. Periodic Maintenance Plan (PMP) intervals for Managed Database Cloud Services:

<table>
<thead>
<tr>
<th>Service type</th>
<th>Maximum Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Managed Database Cloud Service (Retired)</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>

   b. Refreshes for Managed Database Cloud, including post refresh steps, at the following frequency:

<table>
<thead>
<tr>
<th>Service type</th>
<th>Maximum Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Managed Database Cloud Service (Retired)</td>
<td>One per month per database(^1)</td>
</tr>
</tbody>
</table>

\(^1\) Assumes average size of 2 OCPUs

6. Oracle Managed Cloud Incident and Problem Management Policy
7. Oracle Managed Cloud Service Monitoring Policy
8. Oracle Pulse
9. Oracle Managed Cloud Capacity Management and Performance Advisory Policy for use of the Oracle Managed Database Cloud Service
10. Oracle Managed Cloud Service Continuity Policy, including the following backup schedule:
<table>
<thead>
<tr>
<th>Service type</th>
<th>Maximum Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Managed Database Cloud Service (Retired)</td>
<td>• Weekly full and daily incremental, if required</td>
</tr>
</tbody>
</table>

11. **Oracle Managed Cloud Continual Service Improvement Policy**

12. **Oracle Managed Cloud Enhanced Recovery Policy**

13. **Oracle Managed Cloud Service Decommission Policy**

14. **Oracle Managed Cloud Service level and Availability Management Policy** as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the Oracle Managed Database Cloud Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Service Level Target</th>
<th>Credit Criteria</th>
<th>Service Level Credit %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability</td>
<td>99.5% ¹</td>
<td>&lt;99.5%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>99.95% ²</td>
<td>&lt;99.95%</td>
<td></td>
</tr>
<tr>
<td>Service Request Response Time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Request Severity Level 1=&lt;2 hours</td>
<td>&lt;90% of Service Requests responded to within target</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Service Request Severity Level 2=&lt;4 hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance Against Delivery Policies</td>
<td>Performance of the Services in accordance with the <em>Appendix 1: Oracle Managed Cloud Service Delivery Policies</em> (the &quot;Delivery Policies&quot;)</td>
<td>As described in the Delivery Policies</td>
<td>As indicated below</td>
</tr>
</tbody>
</table>

¹ Service Level Target applies to either of the following:

- A single instance deployment in conjunction with any edition of Oracle Database Cloud Service (e.g., Standard Edition, Enterprise Edition, High Performance), or Oracle Database Exadata Cloud Service (e.g., Quarter Rack, Half Rack, Full Rack).

- A database deployment on Oracle Real Application Cluster (RAC) with Oracle Database Cloud Service – Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service (e.g., Quarter Rack, Half Rack, Full Rack).

² Service Level Target applies to the following:

- Deployment on Oracle Real Application Cluster (RAC) at a primary and secondary data center in conjunction with Oracle Database Cloud Service – Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service with Oracle Active Data Guard.
Availability Service Level

The Availability Service Level consists of the measurement of the percentage of time that the Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

\[
\frac{[\text{Total minutes in a calendar month} \times \text{number of Production Environments}] - \sum \text{Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month}}{\text{Total minutes in the calendar month} \times \text{number of Production Environments}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle’s monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies, or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time taken for Oracle to acknowledge the receipt of an SR for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environment (“Time to Respond”). The Time to Respond commences when one of the following occurs:

- Customer submits the Service Request via My Oracle Support.
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

For purposes of calculating Oracle’s performance against the Service Request Response Time Service Level or calculating any Service Level Credits, the measurement of Oracle’s Time to Respond shall begin at Oracle’s acceptance of the applicable SR.

SRs for which the root cause is subject to exclusion per the Appendix 1: Oracle Managed Cloud Service Delivery Policies, or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

Performance Against Delivery Policies

The Service Level Credit for Performance Against Delivery Policies Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the Services provided in such month.
B. Service Maximums

The Services are subject to the following types and quantities (“Service Maximums”).

Service Maximums

<table>
<thead>
<tr>
<th>Maximums</th>
<th>Managed Database Cloud Service, Standard (Retired)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment Configuration</td>
<td>Single Instance, or RAC¹</td>
</tr>
<tr>
<td>RAC</td>
<td>Included</td>
</tr>
<tr>
<td>Security</td>
<td>Weekly patching, Transparent Data Encryption Management</td>
</tr>
<tr>
<td>Service Plan Update &amp; Service Request Review Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Account &amp; Service Review Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Availability Plan Frequency</td>
<td>Annual</td>
</tr>
<tr>
<td>Enhanced Recovery Services with Oracle Active Data Guard²</td>
<td>RTO/RPO 24 hours/2 hours</td>
</tr>
<tr>
<td></td>
<td>Testing Frequency</td>
</tr>
</tbody>
</table>

¹ RAC is not supported on, and may not be used with, Oracle Compute Cloud Services.

² Requires, and is included with, Oracle Database Cloud Service - Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service with Oracle Active Data Guard

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. Your Obligations:

   a. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Delivery Policies, and this Service Description.

   b. You are responsible for procuring and maintaining for the duration of the Services adequate computing capacity for the performance of the Oracle Managed Database Cloud Service (Retired) Service.

   c. You must spend a minimum of USD $8,300 per month per order for Oracle Managed Database Cloud services.
MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud (Retired)

<table>
<thead>
<tr>
<th>Part #</th>
<th>Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retired</td>
<td>MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud</td>
</tr>
</tbody>
</table>

A. Description of Services

Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud (“the Services”) is designed to install, configure, and manage a web application firewall (WAF) to help protect against web application attacks of Your Internet-facing web application sites utilizing WAF cloud service with IP Intelligence Database.

Oracle will provide the Services for each of Your fully qualified domain name (“FQDN”) protected sites for which You have purchased the Services (“FQDN Protected Sites”).

1. Provide a named security service manager to manage delivery of the Services
2. Identify with You and document the FQDNs (“FQDN document”)
3. Measure network bandwidth utilization for Your FQDN Protected Site and provide network bandwidth utilization measured at the 95th percentile over a month in accordance with the Service Maximums table (the “Network Bandwidth Utilization”).
4. Conduct Service Delivery Reviews
5. Design and implement WAF for Your Internet-facing Oracle Technology Cloud web applications based on the FQDN document
6. Enable IP Intelligence filtering policies in the WAF for client connections to the FQDN
7. Configure and apply WAF policies in a monitoring and blocking mode
8. Integrate the WAF with Oracle’s Security Operations Center (SOC) to enable incident monitoring and response services 24 hours per day, seven days per week, 365 days per year (“7x24x365”)
9. Deliver FQDN protection as follows:
   a. Direct end user application traffic to WAF cloud service
   b. Analyze user requests against WAF security policies following SSL termination
   c. Block or drop user requests that contain malicious code and/or generate an alert to notify SOC that the request requires further analysis
   d. Re-encrypt legitimate requests and forward the request to Your Internet-facing web application servers hosted in Oracle Technology Cloud
10. Provide a report, in a format determined by Oracle, documenting WAF alerts over a reported period of time grouped by geo location of the attackers and types of attacks (the “Web Application Firewall Activity Report”).
11. Triage issues for the duration of the Services
B. Service Maximums

The Services are subject to the following constraints ("Service Maximums").

<table>
<thead>
<tr>
<th>Service Maximums</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Delivery Reviews</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FQDN Protected Sites</td>
<td>Production and</td>
</tr>
<tr>
<td></td>
<td>corresponding Production Support</td>
</tr>
<tr>
<td>Network Bandwidth Utilization</td>
<td>100 Mbps</td>
</tr>
<tr>
<td>Web Application Firewall Activity Reports</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

C. Your Obligations and Service Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon the following obligations and assumptions:

1. You are responsible for procuring and maintaining for the duration of the Services the Oracle IaaS and PaaS cloud subscriptions and where applicable Oracle technology licenses to support the Services.

2. You are responsible for Your, Your Users’ and Your third parties’ use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order and this Service Description.

3. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
APPENDIX 1: ORACLE MANAGED CLOUD SERVICE DELIVERY POLICIES

Unless otherwise stated, these *Oracle Managed Cloud Service Delivery Policies* (the “Delivery Policies”) describe the Managed Cloud Services (“Services”) ordered by You for use in conjunction with Your purchase of an Oracle Cloud Infrastructure (OCI) subscription. These Delivery Policies do not govern OCI.

These Delivery Policies may reference other Oracle Managed Cloud Policy documents; any reference to "Customer" in these Delivery Policies or in such other policy documents shall be deemed to refer to “You” as defined in the ordering document. Capitalized terms that are not otherwise defined in this document shall have the meaning ascribed to them in the *Definitions Schedule* available at https://support.oracle.com by searching on Document ID 780129.5. For the purpose of the Managed Cloud Services ordered by You, “Services Environment” refers to the combination of software components, from the guest virtualization layer up through the application administration layer in the OCI environment in which the Services operate for the Oracle Programs and Required Software that are owned, licensed or managed by Oracle and to which Oracle grants You and Your Users access.

Overview and Table of Contents

The Managed Cloud Services described herein are provided under the terms of the agreement, order, and related service specifications including these Delivery Policies. Oracle’s delivery of the Services is conditioned on You and Your users’ compliance with Your obligations and responsibilities defined in such documents and incorporated policies. These Delivery Policies, and the documents referenced herein, are subject to change at Oracle’s discretion; however, Oracle policy changes will not result in a material reduction in the level of performance, security, or availability of the Services provided during the Services Period of Your order.

The Delivery Policies include the following:

1. ORACLE MANAGED CLOUD SECURITY POLICY
2. ORACLE MANAGED CLOUD ACCESS MANAGEMENT POLICY
3. ORACLE MANAGED CLOUD CHANGE MANAGEMENT POLICY
4. ORACLE MANAGED CLOUD CONFIGURATION MANAGEMENT POLICY
5. ORACLE MANAGED CLOUD RELEASE MANAGEMENT POLICY
6. ORACLE MANAGED CLOUD INCIDENT AND PROBLEM MANAGEMENT POLICY
7. ORACLE MANAGED CLOUD SERVICE MONITORING POLICY
8. ORACLE PULSE
9. ORACLE MANAGED CLOUD SERVICE LEVEL AND AVAILABILITY MANAGEMENT POLICY
10. ORACLE MANAGED CLOUD CAPACITY MANAGEMENT AND PERFORMANCE ADVISORY POLICY
11. ORACLE MANAGED CLOUD SERVICE CONTINUITY POLICY
12. ORACLE MANAGED CLOUD CONTINUAL SERVICE IMPROVEMENT POLICY
13. ORACLE MANAGED CLOUD ENHANCED RECOVERY POLICY
14. ORACLE MANAGED CLOUD SERVICE DECOMMISSION POLICY
Oracle Managed Cloud Hours of Operation

The Managed Cloud Services are designed to be available 24 hours a day, 7 days a week, 365 days a year except during maintenance periods and as otherwise set forth in the agreement, the order and these Delivery Policies.

1. Oracle Managed Cloud Security Policy

1.1 Scope

Oracle provides reasonable and appropriate security measures designed to protect the confidentiality, integrity, and availability of Your Content hosted in the Services Environment utilizing the Managed Cloud Services governed by these Delivery Policies. Oracle continually works to strengthen and improve security controls and practices for Oracle Managed Cloud Services.

Oracle Managed Cloud security policies are aligned with the ISO/IEC 27002:2005 (formerly known as ISO/IEC 17799:2005) and ISO/IEC 27001:2005 standards and govern all areas of security applicable to the Services and may exceed requirements mandated by other Oracle security policies referenced in these Delivery Policies.

The general Oracle security management activities relevant to the Managed Cloud Services governed by these Delivery Policies are enumerated and summarized in the following table:

<table>
<thead>
<tr>
<th>Table 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Security</td>
</tr>
<tr>
<td>Organizational Security Infrastructure</td>
</tr>
<tr>
<td>Asset Classification and Control</td>
</tr>
<tr>
<td>Human Resources Security</td>
</tr>
<tr>
<td>Physical and Environmental Security</td>
</tr>
<tr>
<td>Communications and Operations Management</td>
</tr>
<tr>
<td>Access Control</td>
</tr>
<tr>
<td>Systems Development and Maintenance</td>
</tr>
</tbody>
</table>
Compliance

*Oracle Services Privacy Policy* describes treatment of data that resides on Oracle, customer or Third Party Vendor systems, *Information Security Incident Reporting and Response Policy* describes timely and efficient practices for incident response, and *Security Breach Disclosure Policy* provides internal notification requirements in the event of suspected unauthorized access to personally identifiable information.

Exceptions

You may be required to sign a *Risk Acceptance Memo* detailing any security policy exception acknowledging the related risk to You, Oracle, and other parties (as applicable).

The Oracle security policies identified in *Table 1* are confidential and not generally available for review by customers or third parties.

In addition to the general security activities described in *Table 1*, Oracle will perform the following for the Services:

1. Conduct security compliance tests to identify and address key issues that may impact system performance following Production Go-Live.
2. Log security-related information from activities on operating systems, applications, middleware and databases and retain such logs for up to one month and may retain if an anomalous event or series of events occur that constitute an information security incident.
3. Follow Your instructions to enable standard database auditing functionality.
4. Secure the default installation of operating systems deployed by Managed Cloud Services in the Services Environment by eliminating any system services, configurations, accounts, network protocols and user access rights not required for the virtual server to perform its duties, as well as enable default log file settings for auditing critical events.
5. Address vulnerabilities confirmed by Oracle as valid and follow recommended changes applicable within the scope of the Services.
6. Provide enforcement through a combination of security reviews, assessments, and audits periodically to confirm compliance with the security policies, procedures, and practices.
7. Work with You to identify additional encryption options for the Services not already provided as part of OCI, or otherwise prohibited by Oracle for use with OCI, to protect Your Content from unauthorized access.

Oracle reserves the right to suspend the Services if Oracle detects activity in the Services Environment which appears to be malicious in nature or which could negatively impact the Services or other customer’s services. Oracle may disclose data located on Oracle systems, including the Services Environment, as required by law without Your prior consent. When reasonably practicable and lawfully permitted, we will provide You with advance notice of any such disclosure. Oracle may store Your contact information in any country where Oracle does business for internal use and to communicate with You.

### 1.2 Customer Responsibilities

You will:

1. Implement Your own security policies, practices and procedures.
2. Support Oracle recommendations on system/Service hardening, including authorizing prompt application of security patches and configuration Changes.
3. Authorize changes to Your Content as required for performance of the Services.
4. Determine appropriate classification and control levels for Your Content and provide any appropriate notices and/or obtain required consents relating to its collection and use, including any consents necessary for Oracle to provide the Managed Cloud Services.
5. Maintain personnel security for Your employees and contractors.
6. Promptly notify Oracle of any employee-related security issues or concerns that could impact security.
7. Provide anti-virus and firewall security to protect against malicious code at Your workstations and servers used to access the Services.
8. If required, assist Oracle with functional setup for database audit logging.
9. Follow Oracle file transfer procedures when transferring data to the Services.
11. Cooperate with Oracle on security Incident management and investigations as well as manage any associated security Incident-related activities including, but not limited to, communication with Your customers.
12. Be solely responsible for Your regulatory compliance in Your use of Managed Cloud Services and make Oracle aware of any relevant obligations prior to contract signature.
13. Notify Oracle of any audit requirements and provide Oracle any audit reports generated in connection with an approved audit of the Services, unless prohibited by law.
14. Provide Managed Cloud Services the Oracle Cloud log-in credentials and private keys generated as part of OCI to use on Your behalf.

You are solely responsible for the results of Your non-compliance with Managed Cloud Services security requirements including, but not limited to, any impact from such non-compliance.

2. **Oracle Managed Cloud Access Management Policy**

2.1 **Scope**
Oracle will secure access to the operating systems and administrator privileges to the Oracle Programs, Required Software, and Co-resident Third Party Programs in the Services Environment (collectively, the “Managed Software”) within Your Tenancy (the “Oracle Managed Tenancy”) or within the Compartment(s) assigned to Oracle by You within Your Tenancy (the “Oracle Managed Compartment”) pursuant to the Oracle Managed Cloud Security Policy described in [Section 2](#).

For the Services, Oracle will:

1. Assist You with determining the required Oracle Managed Tenancy and/or Oracle Managed Compartment(s) and associated access rights and privileges.
2. For Oracle Managed Compartment(s), identify additional OCI components and/or software to be implemented as required for Oracle to provide the Services.
3. For Oracle Managed Compartment(s), use the assigned access and privileges to manage all resources (including user management) in the Oracle Managed Compartment(s) for the Managed Cloud Services under these Delivery Policies.
4. For Oracle Managed Tenancies, use Oracle Cloud log-in credentials and private keys generated as part of OCI on Your behalf for the Managed Cloud Services under these Delivery Policies.
5. Manage operating system accounts, including root access where available, administrator account and application privileges and maintain secure login procedures as required to provide security, service level and availability management for the Oracle Managed Tenancies and/or Oracle Managed Compartment(s) as described in these Delivery Policies.
6. Limit user access rights as an appropriate operating system hardening measure.
7. Control Your write access to the Production Environment(s) database within the Oracle Managed Tenancies and/or Oracle Managed Compartment(s) with the exception that You have the ability to grant an End User access to update interface tables and CEMLI schema objects.

8. Grant You and Your Implementer management rights and write access to Production Support Environment(s) and, based on role, to the custom database schemas in the Production Support Environments. Such access will be limited to Post Production Go-Live and Change Management activities in the Production Environment.

2.2 Customer Responsibilities

You will:

1. Consult with Oracle to determine the Oracle Managed Compartment(s) that You need to create within Your Tenancy as required for Oracle to provide the Managed Cloud Services under these Delivery Policies.

2. For Oracle Managed Tenancies, provide to Managed Cloud Services the log-in credentials and private keys You receive during the provisioning of Your OCI services to facilitate Managed Cloud Services delivery of the Services.

3. For Oracle Managed Compartments,
   a. Be solely responsible for the administration of Your Oracle Cloud Infrastructure (“OCI”) Tenancy.
   b. Purchase the additional OCI and Software components identified by Oracle and required for providing services in Oracle Managed Compartments.
   c. Create a user group for Oracle administrators with privileges to manage all resources, including user management, within the Oracle Managed Compartment(s).
   d. Create a user group for Your administrators with read-only access to the Oracle Managed Compartment(s).
   e. Strictly enforce the access restrictions to the Oracle Managed Compartment(s) to protect the resources and instances within the Oracle Managed Compartment(s) from unauthorized access and changes.
   f. Ensure that no changes are made to the Oracle Managed Compartment(s) and/or the user group assigned to Oracle administrators unless expressly authorized by Oracle.
   g. Provide security, including workload and network, to ensure the stability and availability of the resources and instances within the Oracle Managed Compartment(s).
   h. Manage resources that are commonly used by Oracle and You in such a manner to avoid any disruption to the availability and stability of the resources within the Oracle Managed Compartment(s):
      (i) Network and connectivity resources, including but not limited to virtual cloud network (“VCN”), FastConnect, subnets, dynamic routing gateway (“DRG”), access rules, and virtual private network (“VPN”).
      (ii) Sufficient storage and common services, such as database backup service and LBaaS that must be available to Oracle at all times for delivery of the Oracle Managed Services.
   i. Acknowledge that as the Tenancy owner You will be solely responsible for any action or event outside of Oracle's control that may result in data loss and/or data corruption, performance instability, and/or access breaches within the environments located in the Oracle Managed Compartment(s).
j. Notify Oracle immediately of any security, access, and/or stability issues or breaches detected within Your Tenancy.

k. Utilize Oracle Cloud Infrastructure Audit to monitor and manage access, compliance, integrity, and security alerts with Your Tenancy.

l. Provide Oracle with access to OCI audit logs for Your Tenancy.

4. Notify Oracle if there are statutory or regulatory compliance requirements regarding Oracle personnel that may access Your Services.

5. Manage, and end as appropriate, all access, role and responsibility definition, non-administrator privileges as well as operating systems access for Your End Users and Implementer.

6. Ensure all End Users follow agreed controls and practices for access management to provide security, service level and availability management as described in these Delivery Policies.

3. Oracle Managed Cloud Change Management Policy

3.1 Scope
Oracle will provide Change Management for the Managed Software pursuant to the Oracle Managed Cloud Security Policy in Section 2.

For the Services, Oracle will:

1. Install the Managed Software for Your use and provide triage support for installation issues.

2. Authorize or reject Your installation of any Co-resident Third Party Programs in the Services Environment.

3. Provide self-service tools as available for You to promote CEMLI Changes into the Production Environment.

4. Apply software patches and make configuration or data Changes approved by You for the Managed Software which repair or modify existing functionality (including Changes to address performance, availability, and security), Changes to maintain currency with legislative requirements (including payroll and sales tax updates), and Changes to introduce or modify CEMLIs in the Services Environment where Oracle determines the self-service tools provided by Oracle for promoting CEMLIs cannot be used.

5. Provide a Back Out Plan for Changes made by Oracle.

6. Assist You with Change bundling analysis to reduce the frequency and length of the time required to apply Changes.

7. Control Changes to the Production Environment and Production Support Environment(s) and apply Changes when access restrictions prevent You from applying the Change.

8. Define and support operating system printer queues and application printer definition when access restrictions prevent You from establishing and managing printers.

3.2 Customer Responsibilities
You will:

1. Work with Oracle to determine schedules for Changes.

2. If You have not purchased Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (Part # B86072), apply software patches and configuration or data Changes in Non-Production Environments following initial installation of the Managed Software.

3. Execute application functional setup Changes as required.
4. Test and validate completed Changes.
5. Obtain and maintain licenses and technical support for the Managed Software.
6. Assist Oracle as needed for any Change Management of Co-resident Third Party Programs.
7. Use self-service tools provided by Oracle to promote CEMLI Changes to the Production Environment and Production Support Environment.
8. Maintain CEMLI code and documentation and comply with Oracle practices when creating or modifying CEMLIs to be installed in the Services Environment.
9. Perform performance testing of the Managed Software prior to Production Go-Live where not prohibited by OCI policies.
10. Establish and manage printers, including monitoring of printer queues.
11. Submit and update a Request for Change (RFC) for all Change Management activities.
12. Notify Oracle in advance of all planned changes to Your Tenancy where the Oracle Managed Compartment(s) reside.

4. **Oracle Managed Cloud Configuration Management Policy**

4.1 **Scope**
Oracle will manage configuration data for the Oracle Programs and Required Software.

For the Services, Oracle will:

1. Maintain and document changes to version information for all configuration items.
2. Maintain architecture documents that represent the current configuration of the Services.

4.2 **Customer Responsibilities**
You will:

1. Maintain and document changes to version information for all configuration items for Co-resident Third Party Programs.
2. Provide Oracle information on configuration and architecture of Co-resident Third Party Programs.
3. Ensure Changes to architecture components managed by You that could impact Your Services are communicated to Oracle in advance of such Changes, including Changes to Your OCI Services.

5. **Oracle Managed Cloud Release Management Policy**

5.1 **Scope**
Oracle will provide Release Management for the Oracle Programs and Required Software in an effort to improve performance, functionality, security, availability, stability, or manageability. In addition to the OCI Maintenance Windows, Oracle reserves a monthly four-hour Maintenance Window and a quarterly eight-hour Maintenance Window.

For the Services, Oracle will:

1. Develop a Periodic Maintenance Plan (“PMP”).
2. Perform periodic Refreshes of Production Support Environment(s) and Non-Production Environment(s) from the Production Environment.
3. Execute Changes in a Release Plan for the Managed Software when access restrictions prevent You from applying the Change.
4. Perform Emergency Release Management for the Services as necessary, at its discretion, to resolve critical availability, performance, or security issues.

5.2 Customer Responsibilities
You will:
1. Approve the PMP schedule.
2. Provide a Release Plan for each Release.
4. Submit and update a Service Request for all Release Management activities.

6. Oracle Managed Cloud Incident and Problem Management Policy

6.1 Scope
Oracle will provide a Managed Cloud Service Desk to serve as the initial point of contact for the Oracle Programs and Required Software for Incident and Problem resolution requests as well as Change requests. SRs for Changes and any resolution or work around for Problems will be processed in accordance with the Oracle Managed Cloud Change Management Policy or Oracle Managed Cloud Release Management Policy described herein.

For the Services, Oracle will:
1. Receive, acknowledge, classify and manage SRs and determine the type of request(s).
2. Route SRs to proper resolution queues.
3. Analyze recurring Incidents, including those that result in Outages or Service Interruptions within Your Services, and classify such recurring Incidents as Problems.
4. Use commercially reasonable efforts to implement a resolution or establish a workaround for Problems in accordance with these Delivery Policies.
5. Use commercially reasonable efforts to provide You with a written Root Cause Analysis for all Problems resulting in Severity Level 1 Production Environment Outages.
6. Track and manage Incidents, Problem SRs, and Requests for Change (RFCs) through to resolution.

6.2 Customer Responsibilities
You will:
1. Be responsible for Your Help Desk services and End User training.
2. Assign Super Users to address functional issues involving Oracle Programs (e.g. “how to” questions) raised by Your End Users.
3. Submit SRs for all activities under these Delivery Policies requiring coordination and communication with Oracle and assist with resolution and closure of all SRs related to the Services.
4. Use My Oracle Support for all SRs.
5. Assist Oracle with the identification of recurring Incidents.
6. Assist Oracle Managed Cloud Services, Oracle Support, and Oracle Product Development with analysis and resolution of Problems.
### 6.3 Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Type</th>
<th>Environment</th>
<th>Severity Level Definition</th>
</tr>
</thead>
</table>
| 1              | Unplanned Outage (Caused by Infrastructure and/or Component) | Production                                  | You experience an Unplanned Outage of a Production Environment. Use of the Oracle Programs to conduct business operations cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency. A Severity Level 1 Incident results from an Infrastructure Outage or a component (system process) level failure, and has one or more of the following characteristics:  
- Production Environment is down and/or inaccessible to all of Your End Users  
- Data is corrupted, resulting in a complete halt to Your business operations in a Production Environment  
- Production Environment hangs indefinitely, causing indefinite delays for critical resources or application response |
<p>| 1              | Unplanned Outage (Caused by Infrastructure)                   | Non-Production                               | You experience an Unplanned Outage of Infrastructure supporting a Non-Production Environment                                                                                                                                 |
| 1              | Service Interruption (Functional Failure)                     | Production                                   | You experience a Service Interruption within a Production Environment that causes a critical impact to Your use of the Oracle Programs in one area of Your business but is not the result of an Infrastructure Outage or component (system process) level failure. No acceptable workaround is available, and business operations related to the affected functionality cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period. |
| 2              | N/A                                                             | Any                                          | You experience an error in expected or documented functionality of Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable workaround is available; however, business operations in the Environment can continue in a restricted fashion. |
| 3              | N/A                                                             | Any                                          | You experience an error in expected or documented functionality of Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A workaround may be required to restore functionality. |</p>
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Type</th>
<th>Environment</th>
<th>Severity Level Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>N/A</td>
<td>Any</td>
<td>You experience a minor or no loss in expected or documented functionality of Oracle Programs. Severity Level 4 Service Requests may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.</td>
</tr>
</tbody>
</table>

### 6.4 Service Request Escalation

You may view the progress of a resolution of an SR by viewing the SR in My Oracle Support.

For the Services, Oracle will:

1. Assist You with escalating SRs as needed.
2. Track and monitor any formally escalated Managed Cloud Services SRs and Requests for Change (“RFCs”) through to resolution.
3. Manage escalated SRs and RFCs arising from or related to Oracle-initiated Infrastructure events.

You will:

4. Initiate an escalation when the urgency of an Incident has increased due to business requirements.
5. Provide Oracle with information and cooperation as requested by Oracle regarding escalated SRs and RFCs.
6. Respond to requests for information and cooperation in a timely manner as determined by the urgency of the escalation.

### 7. Oracle Managed Cloud Service Monitoring Policy

#### 7.1 Scope

Oracle will establish monitoring and utilize monitoring event data available through Your use of OCI to obtain information on the operational state, performance and configuration of the Oracle Programs and Required Software.

For the Services, Oracle will:

1. Install and configure monitoring software required by Oracle for delivery of the Managed Cloud Services.
2. Initiate an Incident when a monitored event violates an established threshold.
3. Promptly report Outages and Service Interruptions to You when identified.
4. Provide start/stop services for the Production Environment and provide You single-command scripts to execute start/stop services for Production Support Environment(s) prior to Go-Live.

#### 7.2 Customer Responsibilities

You will:

1. Promptly report Outages and Service Interruptions to the Managed Cloud Service Desk when identified.
2. Authorize access for the Managed Cloud Service Desk to all OCI monitoring event data associated with the Services.

8. **Oracle Pulse**

8.1 **Scope**
Oracle will provide You access to a cloud automation platform (“Oracle Pulse”) with operational reports and analytics of Your Managed Cloud Services. Oracle Pulse and reports generated from it will be visible to any individual with access to Your customer support identifier (CSI). You are responsible for (i) ensuring unauthorized users do not use your CSI to access Oracle Pulse and (ii) the results of any such unauthorized access.

Oracle will monitor critical business transactions predefined by Oracle (“Critical Business Transactions”) and detect issues leading to unavailable transactions and elevated transaction response times for the Oracle Programs that reside within Your Production Environment.

For the Services, Oracle will:

1. Enable a set of Critical Business Transactions for each Oracle Program.
2. Implement and configure Oracle’s Enterprise Manager Grid Control functionality to enable metrics to be gathered proactively 24 hours per day, 7 days a week, 365 days a year, except during Planned Outages and maintenance periods.
4. Create a generic Oracle Enterprise Manager user account with appropriate roles and responsibilities to record and re-play Critical Business Transactions.
5. Set thresholds, and measure response times of Critical Business Transactions
7. Simulate and monitor Critical Business Transactions to identify failed transactions, and response times that exceed defined thresholds.
8. Identify action plans for addressing critical alerts for login transactions that exceed defined thresholds.
9. Patch and configure BTM beacons, maintain and resolve issues with the BTM transactions as required.
10. Suspend monitoring of transactions impacted by Changes until Oracle receives instructions from You on re-recording the transaction.
11. Provide You with reports identifying transaction response time thresholds, actual s over a pre-defined period, and resolution details.

8.2 **Customer Responsibilities**
You will:

1. Review Critical Business Transactions defined for each type of Oracle Program (e.g., Oracle E-Business Suite, Siebel CRM).
2. Approve creation of a generic Oracle Enterprise Manager user account for Oracle to use to record and re-play Critical Business Transactions.
3. Not remove or purge database data that is used by monitored transactions.
4. Prior to implementing a Change, inform Oracle of the impact of such Change on monitored transactions, and provide to Oracle detailed instructions for re-recording transactions following such Change.
9. **Oracle Managed Cloud Service Level and Availability Management Policy**

9.1 **Scope**
The Service Levels described in these Delivery Policies apply to the Oracle Programs and Required Software of the Production Environment(s). The change control process shall apply to any changes to the number or types of Production Environments that are subject to the Service Levels under these Delivery Policies. The performance of the Managed Cloud Services shall be measured against the following three Service Levels: Application Availability, Service Request Resolution Time, and Performance Against Delivery Policies.

9.2 **Application Availability**
The Application Availability Service Level consists of the measurement of the percentage of time that Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis, and calculated in accordance with the following formula:

\[
\frac{\text{[Total minutes in a calendar month x number of Production Environments]}}{\text{Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month}} \times 100
\]

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle’s monthly performance against the Application Availability Service Level.

Incidents for which the root cause is subject to exclusion per Section 9.6, or that occur in a Production Environment during a Stabilization Period (as defined in Section 9.6), shall not be included in the Application Availability calculation.

9.3 **Service Request Resolution Time**
The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

1. The submission of the SR via My Oracle Support
2. Oracle detects the Incident and logs the Incident as an SR in My Oracle Support
3. An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the Oracle Managed Cloud Services for Oracle Public Cloud - Service Descriptions and calculated in accordance with the following formula:

\[
\frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month)}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \times 100
\]
SRs for which the root cause is subject to exclusion per Section 9.6 or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Request Resolution Time calculation.

9.4 Performance Against Delivery Policies Service Level
If You demonstrate that Oracle failed to perform Services in accordance with these Delivery Policies during a month, You shall be entitled to a Service Level Credit (as defined in the Oracle Managed Cloud Services for Oracle Public Cloud - Service Descriptions) for such failure for such month. Incidents for which the root cause is subject to exclusion per Section 9.6, or Incidents addressed by another Service Level under this Section 9.6, shall not be included in the Performance Against Delivery Policies Service Level.

9.5 Service Level Applicability
The Performance Against Delivery Policies Service Level applies throughout the Managed Cloud Services lifecycle.

The applicability of, and Oracle’s obligations with respect to the measurement of, Oracle’s performance of Managed Cloud Services against the Service Levels, and Service Level Credits for the Application Availability and Service Request Resolution Time Service Levels, during the three phases of the Managed Cloud Services life cycle is outlined in the following table.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Applicability of Service Levels and Credits for Application Availability and Service Request Resolution Time Service Levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to Production Go-Live</td>
<td>Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.</td>
</tr>
<tr>
<td>Stabilization Period</td>
<td>Service Levels will be measured and reported during a ramp period following Changes to a Production Environment (“Stabilization Period”), but Service Level Credits will not be paid during such period. The following Changes require a Stabilization Period: (a) initial system implementation or migration, (b) Point Releases and Major Upgrades of application software, (c) introduction of CEMLIs, (d) introduction of Third Party Software, (d) introduction of additional modules.</td>
</tr>
<tr>
<td>Production</td>
<td>Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.</td>
</tr>
</tbody>
</table>

9.6 Exclusions
Notwithstanding any provision or interpretation of these Delivery Policies to the contrary, Oracle’s obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Managed Cloud Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or Infrastructure component, including Oracle Managed Compartment(s), not provided or managed by Oracle as part of the Managed Cloud Services under these Delivery Policies, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle’s control; (d) is caused by actions, omissions, delays or
any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software, including Co-resident Third Party Programs; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by CEMLIs or other customizations; (h) is caused by Your failure to perform the activities indicated in these Delivery Policies; (i) results from any software bugs; (j) occurs within a Non-Production Environment; (k) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Managed Cloud Services; (l) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (m) occurs prior to the successful completion of a Production Assessment resulting in Production Ready Status (PR) for the applicable Production Environment(s); (n) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (o) is the result of Your failure to follow any Oracle recommendation to add capacity to the Services or make architecture changes to achieve Service Levels; or (p) is the result of Your changes to access controls for the Services established by Oracle for the Managed Cloud Services under these Delivery Policies.

9.7 Service Level Credit Allocations
Service Level targets, credit criteria, and fee credits (“Service Level Credits”) are identified in the applicable description within the Oracle Managed Cloud Services for Oracle Public Cloud - Service Descriptions.

10. Oracle Managed Cloud Capacity Management and Performance Advisory Policy

10.1 Scope
Capacity Management and Performance Advisory services are designed to enable and support joint Performance Management of the Oracle Programs, Required Software, and Co-resident Third Party Programs by resolving and preventing performance-related Incidents and Problems.

For the Services, Oracle will:

1. Provide general architecture and sizing guidelines for the Oracle Programs and Required Software for Your use to determine the appropriate amount of OCI to achieve desired performance of the Services.
2. Analyze performance-related Incidents to identify factors adversely impacting performance and provide You with recommendations, as needed, for review of architecture configuration and capacity.
3. Resolve performance-related Incidents where possible through configuration changes to the Oracle Programs and Required Software or CEMLI code deactivation.
4. Provide performance advisory guidance specific to the Services as part of a capacity management plan updated periodically on a mutually agreed schedule.

10.2 Customer Responsibilities
You will:

1. If You have not purchased Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (Part # B86072), maintain primary responsibility for Capacity Management and Performance Management of Non-Production Environments.
2. Define, manage, schedule, monitor, purge, terminate and cancel Customer-developed batch jobs in accordance with business requirements.
3. Modify CEMLIIs as required to resolve a performance Incident or Problem.
4. Analyze and resolve Incidents caused by Co-resident Third Party Programs.
5. Follow general and specific guidance provided by Oracle regarding architecture or capacity required to resolve or prevent a Performance Incident or Problem.
6. Ensure desktop and network bandwidth connectivity meets the minimum requirements for performance of the Oracle Programs and Required Software.

11. Oracle Managed Cloud Service Continuity Policy

11.1 Scope
Service continuity measures for the Managed Software in the Services are required in an effort to ensure the Services can be recovered in the event of hardware failure or human error.

For the Services, Oracle will:

1. Configure the Services for automated backup, including configuration of OCI components.
2. Assist You to recover database and application functionality from backups as required.

11.2 Customer Responsibilities
You will:

2. If applicable for the program being backed up, ensure that no users, including administrators, use the Services during periods designated for performing backups.
3. Archive Your Content.

12. Oracle Managed Cloud Continual Service Improvement Policy

12.1 Scope
Oracle will provide account, service and project governance services for the ongoing management of the Services and will make commercially reasonable efforts to work with You to improve Service utilization and performance, Continual Service Improvement ("CSI"), using Service objective goals, reporting means and reporting frequency mutually agreed upon between You and Oracle.

For the Services, Oracle will:

1. Identify a management lead who will serve as Your primary point of contact for Service governance.
2. Provide You with documentation and guidance on Oracle processes and standards and organize training on My Oracle Support.
3. Work with Your change control board to plan and schedule strategic business and technology events that affect delivery of the Services.
4. In an effort to support achievement of a mutually agreed CSI objective, provide account reviews detailing services delivered and identifying potential additional services that may improve the Services.
5. Identify events and/or scenarios that may require You to purchase additional Oracle licenses, services and/or capacity.
7. Identify, prepare and facilitate completion of corrective action via a service plan designed to address the operational performance of the Services.
8. Coordinate tactical business and technology events with You in an effort to minimize impact to the availability of Your Production Environment.
9. Track and monitor Planned Outages and Unplanned Outages as well as coordinate tactical business and technology events with You in an effort to meet availability and CSI targets identified in the jointly-developed availability plan.
10. Prepare, manage and report status on, and perform Oracle-assigned activities for, projects for Infrastructure maintenance or upgrade events initiated by Oracle.
11. Assist You to escalate SRs, as appropriate.

12.2 Customer Responsibilities
You will:

1. Establish a change control board that consists of Your personnel authorized to make decisions about the Services.
2. Identify, and communicate to Oracle, Your business requirements with respect to the Services, including key business events that may affect the scheduling of Oracle-initiated activities.
3. Review and assess Your capacity and consumption details to identify any additional Oracle licenses, services, and/or capacity that You may need to purchase.
4. Provide to Oracle a single point of contact who Oracle can communicate with regarding the Services.

13. Oracle Managed Cloud Enhanced Recovery Policy

13.1 Scope
Enhanced recovery services are designed to recover the Managed Software from a primary data center location to a secondary data center location in the event of a Disaster.

For the Services, Oracle will:

1. Advise You on architecture and capacity of the Services Environment located at a secondary data center location for the purpose of recovering the Production Environment, and on the method of data replication and synchronization relative to Your Recovery Time Objective and Recovery Point Objective.
2. Work jointly with You to develop, review and approve a Disaster Recovery Plan.
3. Assign a Project Manager to coordinate development of the Disaster Recovery Plan and execution of annual testing of procedures.
4. Manage recovery activities for the Production Environment during a disaster recovery test or actual Disaster.
5. Provide a report following conclusion of a disaster recovery test.
6. In the event of a Disaster, reestablish the Production Environment(s), including recovering production data, on the Secondary Site OCI compute resources purchased by You for recovery. Upon restoration of the Services at the Secondary Site following a Disaster, production use of such Services may be degraded or only partially available.
7. Work jointly with You to restore use of the Production Environment at the primary data center location.
13.2 Customer Responsibilities
You will:

1. Work jointly with Oracle to create and approve the Disaster Recovery Plan.
2. Purchase the amount of OCI sufficient to achieve disaster recovery service objectives.
3. Schedule a disaster recovery test with Oracle at least four months in advance.
4. Provide the disaster recovery test plan to Oracle no less than four weeks prior to the disaster recovery test date.
5. Manage all aspects of business continuity for Your End Users, including management of reduced usage of the Services in the event the capacity purchased for the secondary data center is less than the primary data center for the Production Environment.
6. In the event You cancel a scheduled DR test with less than thirty (30) days’ prior notice, such scheduled DR test shall be deemed a completed DR test.

14. Oracle Managed Cloud Service Decommission Policy

14.1 Scope
Oracle will provide limited transition support associated with decommissioning Managed Cloud Services.

For the Services, Oracle will:

1. Identify an Oracle Decommission Contact and work with You to establish the departure date.
2. Confirm Your decommission and the Oracle Decommission Contact in writing after receipt of Your request to terminate the Managed Cloud Services.
3. Following Your submission of an SR to complete decommission, perform a complete system password change and provide You with interim password values.
4. On the departure date, remove any software programs provided by Oracle as part of the Managed Cloud Services and cease all services in these Delivery Policies except for making the Oracle Decommission Contact available for one week after the departure date to answer Your questions related to the Services.
5. On the departure date, cease using the Oracle Cloud log-in credentials and private keys generated as part of OCI on Your behalf for the Managed Cloud Services.

14.2 Customer Responsibilities
You will:

1. Notify Oracle in writing of Your intent to terminate Managed Cloud Services.
2. Obtain qualified applications database administration (DBA) and Oracle DBA resources to assist with the decommission and to assume Your responsibility for all backups of Your system following termination of Managed Cloud Services.
3. At least two weeks prior to Departure Date:
   a. Identify a Decommission Contact from Your organization.
   b. Confirm the final departure date with Oracle.
   c. Complete and return to the Oracle Decommission Contact the Managed Cloud Services Decommission Customer Agreement and Managed Cloud Services Decommission Transition Plan indicating expected completion dates for each of Your tasks in the plan.
d. Have the option to submit an SR to obtain a list of operating system, database, and applications user accounts managed by Oracle and used by You as well as backup schedules associated with the Services.

4. At least one week prior to the departure date, submit an SR to complete decommission.
5. Perform a complete system password change to values unknown to Oracle.