



Oracle Global Price List
Oracle RightNow (Service Cloud) Pricing
April 1, 2022
Prices in USA (Dollar)

Oracle RightNow Pricing RightNow Subscription Services

Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
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Oracle RightNow Cloud Service: Desktop Seats

The entire organization must be using the same Oracle RightNow Desktop Cloud Service package. For example – the entire organization must be on the same desktop license package, either on a connected or named user model (not both), and on either a pooled or standard capacity model (not both). This applies to both the base desktop package and any add-ons.

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

Sessions are required in addition to the Desktop purchases if the customer wishes to consume any functionality delivered via the web, including: Web Self-Service, Chat, Guided Assistance for Consumers, Product Registration, Feedback and Outreach, Mobile, and Advanced Knowledgebase (Tier 2 Required) capabilities delivered through a web page.

If Sessions or Emails Sent are also purchased with the Oracle RightNow Desktop Cloud Service then minimums do not apply. If Sessions or Emails Sent are not purchased then there is a minimum purchase of 10 Hosted Named Users or 10 Hosted Connected Named Users or a minimum purchase of 100 Hosted Named Seat Months or 100 Hosted Connected Seat Months.

Oracle RightNow Standard Dynamic Agent Desktop Cloud Service	110.00	-	Hosted Named User	10	B88480
	275.00	-	Hosted Connected User	10	B88481
	-	110.00	Hosted Named Seat Month	100	B88482
	-	275.00	Hosted Connected Seat Month	100	B88483
Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service	140.00	-	Hosted Named User	10	B88484
	350.00	-	Hosted Connected User	10	B88485
	-	140.00	Hosted Named Seat Month	100	B88486
	-	350.00	Hosted Connected Seat Month	100	B88487
Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service	250.00	-	Hosted Named User	10	B88488
	450.00	-	Hosted Connected User	10	B88489
	-	250.00	Hosted Named Seat Month	100	B88490
	-	450.00	Hosted Connected Seat Month	100	B88491
Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service	90.00	-	Hosted Named User	10	B88492
	225.00	-	Hosted Connected User	10	B88493
	-	90.00	Hosted Named Seat Month	100	B88494
	-	225.00	Hosted Connected Seat Month	100	B88495
Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service	50.00	-	Hosted Named User	10	B78652
	125.00	-	Hosted Connected User	10	B78653
	-	50.00	Hosted Named Seat Month	100	B78654
	-	125.00	Hosted Connected Seat Month	100	B78655
Oracle Standalone Live Experience Cloud Service - Premium	-	150.00	Hosted Named Seat Month	100	B89063

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Cloud Service: Knowledgebase Add-Ons					
<i>Knowledgebase Add-Ons can be added to a subset of the Oracle RightNow desktop seat purchases. Note that they may be already bundled, depending upon the package chosen.</i>					
Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service	30.00	-	Hosted Named User	10	B68542
	75.00	-	Hosted Connected User	10	B68541
	-	30.00	Hosted Named Seat Month	100	B68543
	-	75.00	Hosted Connected Seat Month	100	B68540
Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service	60.00	-	Hosted Named User	10	B82249
	150.00	-	Hosted Connected User	10	B82250
	-	60.00	Hosted Named Seat Month	100	B82251
	-	150.00	Hosted Connected Seat Month	100	B82252
Oracle RightNow Cloud Service: Desktop Seats Add-Ons					
<i>Desktop Seat Add-Ons can be added to a sub-set of the Oracle RightNow desktop seat purchase. For example, a customer can purchase 100 Enterprise Named Users and add on 20 Chat Named Users. They may be already bundled, depending upon the package chosen. Desktop Seat Add-Ons can be added to a sub-set of the entire desktop seat purchase.</i>					
Oracle RightNow Chat Cloud Service	40.00	-	Hosted Named User	-	B68258
	100.00	-	Hosted Connected User	-	B68259
	-	40.00	Hosted Named Seat Month	-	B68281
	-	100.00	Hosted Connected Seat Month	-	B68282
Oracle Cobrowse Cloud Service	30.00	-	Hosted Named User	-	B68246
	75.00	-	Hosted Connected User	-	B78656
	-	30.00	Hosted Named Seat Month	-	B68278
	-	75.00	Hosted Connected Seat Month	-	B78657
Oracle RightNow Video Chat Cloud Service	120.00	-	Hosted Named User	10	B89053
	300.00	-	Hosted Connected User	10	B89054
	-	120.00	Hosted Named Seat Month	100	B89055
	-	300.00	Hosted Connected Seat Month	100	B89056
Oracle Live Experience for RightNow Cloud Service - Enterprise	125.00	-	Hosted Named User	10	B92096
	312.50	-	Hosted Connected User	10	B92098
	-	125.00	Hosted Named Seat Month	100	B92100
	-	312.50	Hosted Connected Seat Month	100	B92102
Oracle Live Experience for RightNow Cloud Service - Premium	150.00	-	Hosted Named User	10	B92097
	375.00	-	Hosted Connected User	10	B92099
	-	150.00	Hosted Named Seat Month	100	B92101
	-	375.00	Hosted Connected Seat Month	100	B92103
Oracle RightNow Non-Contact Center User Cloud Service	25.00	-	Hosted Non-Contact Center Named User	-	B82255
	-	25.00	Hosted Non-Contact Center Named Seat Month	-	B82256
Oracle Service Monitoring for Connected Assets Cloud Service	50.00	-	Hosted Named User	125	B88214
	125.00	-	Hosted Connected User	125	B88215
	-	50.00	Hosted Named Seat Month	1,250	B88216
	-	125.00	Hosted Connected Seat Month	1,250	B88217
Oracle RightNow Contextual Workspaces Cloud Service	10.00	-	Hosted Named User	-	B68469
	25.00	-	Hosted Connected User	-	B68468
	-	10.00	Hosted Named Seat Month	-	B68470
	-	25.00	Hosted Connected Seat Month	-	B68467

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Guided Assistance Cloud Service	20.00	-	Hosted Named User	-	B68300
	50.00	-	Hosted Connected User	-	B68301
	-	20.00	Hosted Named Seat Month	-	B68283
	-	50.00	Hosted Connected Seat Month	-	B68284
Oracle RightNow Agent Scripting Cloud Service	30.00	-	Hosted Named User	-	B68302
	75.00	-	Hosted Connected User	-	B68303
	-	30.00	Hosted Named Seat Month	-	B68285
	-	75.00	Hosted Connected Seat Month	-	B68286
Oracle RightNow Desktop Workflow Cloud Service	40.00	-	Hosted Named User	-	B68304
	100.00	-	Hosted Connected User	-	B68305
	-	40.00	Hosted Named Seat Month	-	B68287
	-	100.00	Hosted Connected Seat Month	-	B68288
Oracle RightNow Experience Routing Cloud Service	10.00	-	Hosted Named User	10	B77355
	25.00	-	Hosted Connected User	10	B77356
	-	10.00	Hosted Named Seat Month	100	B77357
	-	25.00	Hosted Connected Seat Month	100	B77358

Oracle RightNow Web Cloud Service: Billable Sessions

RightNow Universal Core Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Guided Assistance (for Consumers), Virtual Assistant, Product Registration, Feedback and Outreach, Mobile, Comments on the KB and Community capabilities delivered through a web page, assuming the customer is licensed at the desktop level for these features. These sessions cannot be sold standalone.

RightNow Universal Advanced Knowledge Tier 2 Billable Sessions allow consumers to access RightNow Advanced Knowledgebase capabilities. These sessions cannot be sold standalone.

RightNow Universal Policy Automation Tier 3 Billable Sessions allow consumers to access Oracle Policy Automation Cloud Service. These sessions can be sold standalone.

An Organization purchases the anticipated number of sessions to be consumed in each tier. These are non-transferable/non-convertible. Consumption is based upon the customer's utilization of the Oracle RightNow applications. A session remains active across applications. For example: If within a 15 minute period, a customer starts in Web Self-Service, then chats with an agent, browses the community, then moves to OPA, then goes to the community, it is a single billable session. In this particular case, it will be classified as a Universal Policy Automation Tier 3 Session for billing purposes due to the high value the customer experienced using OPA. It does not matter where the session originated or ended. In this example, a session began in web self-service and ended in Community, however this is a Universal Policy Automation Tier 3 Session due to the fact that OPA was utilized during the billable session. The rule is to always default to the HIGHEST value.

There is a minimum purchase requirement of 25,000 sessions (quantity of 250) for Pooled Capacity (per service period) or 2,500 session (quantity of 25) for Monthly Capacity (per month) for UNIVERSAL POLICY AUTOMATION TIER 3 SESSIONS ONLY. There are no minimums for Universal Core Tier 1 and Universal Advanced Knowledge Tier 2 Sessions.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Web Cloud Service: Billable Sessions					
Oracle RightNow Universal Core Tier 1 Sessions Monthly	6.40	-	100 Sessions - Monthly Capacity	-	B72236
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly	12.00	-	100 Sessions - Monthly Capacity	-	B82253
Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly	33.00	-	100 Sessions - Monthly Capacity	25	B72233
Oracle RightNow Universal Core Tier 1 Sessions Service Period Pool	-	6.40	100 Sessions - Pooled Capacity	-	B72237
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool	-	12.00	100 Sessions - Pooled Capacity	-	B82254
Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool	-	33.00	100 Sessions - Pooled Capacity	250	B72234

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle Fusion Customer Data Management					
<i>Use the cross-product model in CPQ to quote CDM</i>					
Oracle Fusion Customer Data Management Cloud Service	35.00	-	Hosted Named User	10	B91434
Oracle Fusion Data Quality Cloud Service	10.00	-	Hosted 1,000 Records	-	B91072
Oracle RightNow Emails Cloud Service: Emails Sent					
<i>Emails Sent must be purchased for all outbound emails (either broadcast or transactional) sent through Oracle RightNow Outreach or Oracle RightNow Feedback. In addition to Emails Sent, Billable Sessions are required for - Outreach and Feedback functionality delivered through the web.</i>					
Oracle RightNow Emails Sent Monthly	1.20	-	100 Emails Sent - Monthly Capacity	-	B68548
Oracle RightNow Emails Sent Service Period Pool	-	1.20	100 Emails Sent - Pooled Capacity	-	B68251
Oracle RightNow Connect Web Services Cloud Service					
<i>Oracle RightNow Connect Web Services API Operations can be added to a contract if allocations provided with the Oracle RightNow Dynamic Agent Desktop Cloud Service do not suffice.</i>					
Oracle RightNow Connect Web Services API Operations Monthly	25.00	-	250,000 Web Services API Operations - Monthly Capacity	-	B76483
Oracle RightNow Connect Web Services API Operations Service Period Pool	-	25.00	250,000 Web Services API Operations - Pooled Capacity	-	B76484
Oracle RightNow Cloud Service: Software Add-Ons					
Oracle RightNow Instance Cloud Service	833.33	-	Instance	-	B68550
Oracle RightNow Interface Cloud Service	500.00	-	Interface	-	B73899
Oracle Additional Test Environment for Oracle RightNow Cloud Service	2,500.00	-	Test Environment	-	B70790
Oracle RightNow Single Sign-On Cloud Service	375.00	-	Interface	-	B68558
Oracle RightNow Advanced Website Search Cloud Service	560.00	-	20,000 Documents Indexed	-	B85219

Oracle RightNow Pricing Policy Automation Subscription Services

The RightNow base parts are not required to purchase Policy Automation. Oracle Policy Automation may be purchased as standalone functionality, or in combination with Oracle RightNow.

Note that OPA Collaboration can be sold on a different license model from OPA Agents and the OPA Tier 3 sessions. (e.g. Collaboration can be Seat Months, while the Agents are Hosted Named Users.)

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

	Monthly Price	Per Unit Price	License Metric		Minimum Metric Quantity	Part Number
Oracle Policy Automation: Base Parts						
Oracle Policy Automation Agent Cloud Service	80.00	-	Hosted Named User	-	10	B86965
	200.00	-	Hosted Connected User	-	10	B86966
	-	80.00	Hosted Named Seat Month	-	100	B86967
	-	200.00	Hosted Connected Seat Month	-	100	B86968
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Oracle Policy Automation Enterprise Assessment API Cloud Service	9,500.00	-	1M Monthly Assessments	-	-	B88133
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Oracle Policy Automation: Add-On Parts						
Oracle Policy Automation Collaboration Cloud Service	100.00	-	Hosted Named User	#REF!	5	B78442
	250.00	-	Hosted Connected User	#REF!	5	B78443
	-	100.00	Hosted Named Seat Month	#REF!	50	B78444
	-	250.00	Hosted Connected Seat Month	#REF!	50	B78445

Oracle RightNow Pricing Field Service Subscription Services

The Oracle Field Service Professional Cloud Service or the Oracle Field Service Enterprise Cloud Service is required as a base part for all purchases of Oracle Field Service Cloud Service.

Oracle Field Service Cloud Service may be purchased as standalone functionality, or in combination with Oracle RightNow Cloud Service.

The entire organization must choose either the Hosted Named User or the Hosted Named Seat Month Licensing Metric. The metric used must be consistent between the Base Parts and Add-On Parts.

Hosted Named Users are sold as a maximum number of seats for each month of the service period. Hosted Named Seat Months are sold as a pool of Monthly seats for the Service Period defined on the order form.

	Monthly Price	Per Unit Price	License Metric		Minimum Metric Quantity	Part Number
Oracle Field Service Cloud Service: Base Parts						
Oracle Field Service Professional Cloud Service	100.00		Hosted Named User		50	B90333
		100.00	Hosted Named Seat Month		500	B90334
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Oracle Field Service Enterprise Cloud Service	225.00		Hosted Named User		50	B90335
		225.00	Hosted Named Seat Month		500	B90336
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Oracle Field Service Cloud Service: Add-On Parts						
Oracle Field Service Contingent Worker Cloud Service	5.00	-	Activity - Pooled Capacity		36,000	B90337
Oracle Additional Test Environment for Oracle Field Service Cloud Service	2,500.00	-	Test Environment		-	B79903
Oracle Field Service Standard Map Cloud Service with Google Maps	0.000	-	Hosted Named User		50	B87739
		0.000	Hosted Named Seat Month		500	B88504
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Oracle Field Service Standard Map Cloud Service with Baidu Maps	0.000	-	Hosted Named User		50	B88850
		0.000	Hosted Named Seat Month		500	B88851

Oracle RightNow Pricing Support and Hosting Services

	Subscription Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Cloud Service Cloud Offerings					
Oracle RightNow Cloud Platform Cloud Service	Included with Desktop	-	<i>Not a part, do not order separately</i>	-	N/A
Oracle RightNow Dedicated Database with Encryption Cloud Service	7,500.00	Monthly	Customer	-	B72235
Oracle SaaS for Dedicated Region Cloud@Customer	0.000	Annual	Each	-	B93516
Oracle RightNow PCI Certified Cloud Platform Cloud Service	10% of Net Subscription Fees	Monthly	Customer	-	B69332
Oracle RightNow HIPAA Cloud Platform Cloud Service	10% of Net Subscription Fees	Monthly	Customer	-	B85994
Oracle RightNow Cloud Platform for United States Government Cloud Service	30% of Net Subscription Fees	Monthly	Customer	-	B69333
Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service	30% of Net Subscription Fees	Monthly	Customer	-	B74851
Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service	30% of Net Subscription Fees	Monthly	Customer	-	B73929
Oracle RightNow Cloud Service Support Offerings					
Oracle Cloud Priority Support for SaaS: Base Fee	1,250.00	Monthly	Each	-	B86669
Oracle Cloud Priority Support for SaaS	10% of Net Subscription Fees	Monthly	Each	-	B86668
Oracle Solution Support Center for SaaS: Base Fee	10,000.00	Monthly	Each	-	B90813
Oracle Solution Support Center for SaaS	12% of Net Subscription Fee	Annual	Each	-	B90626
Oracle Technical Account Management for PCI Certification Services - Percentage	5% of Net Subscription Fees	Monthly	Customer	10,000	B76702
Oracle Technical Account Management for PCI Certification Services - Fixed Price Minimum	833.33	Monthly	Customer	-	B76703
Oracle RightNow Cloud Service Support Add-Ons					
Oracle RightNow Custom Domain SSL Application Hosting	140.00	Monthly	Certificate	-	B68310
Oracle Virtual Private Network for Oracle RightNow Cloud Service	500.00	Monthly	VPN Connection	-	B70797
Oracle Virtual Private Network for Oracle Field Service Cloud Service	500.00	Monthly	VPN Connection	2	B81064
Oracle RightNow Additional Mailbox	30.00	Monthly	Each	-	B68311
Additional 50GB File Storage Cloud Service	3.00	Monthly	Each	-	B92134
Oracle Live Experience Cloud Service, Enterprise Plus Additional Storage, 50 Gigabyte Storage Capacity	3.00	Monthly	Each	-	B89066
Additional 1 GB Peak Database Storage	33.33333	Monthly	Each	-	B68313
Additional 5 GB Monthly Bandwidth	6.25	Monthly	Each	-	B68257
Oracle RightNow Dedicated Outbound IP Address	80.00	Monthly	External Interface	-	B68551

Oracle RightNow Pricing Consulting Services

Oracle RightNow Service Cloud Implementation Services (North America)

Oracle Virtual Private Network Setup Fee Cloud Service (No Discounting)

Oracle RightNow Service Cloud Import/Export Services

Oracle RightNow Data Export Service - One-Time

Consulting Service Fees for North America									
North America			Price Measure	Minimum	License Metric	Pillar	Part Number		
	5,000.00		One-Time	-	Each		B70817		
	3,000.00		One-Time	-	Each		B68987		

Oracle RightNow Service Cloud Managed Services (EMEA/APAC/JAPAN)

Oracle RightNow Managed Services - Basic (20-99 hours)

Oracle RightNow Managed Services - Standard (100+ hours)

Consulting Service Fees by Country Zone									
Country Zone A	Country Zone B	Country Zone C	Country Zone D	Country Zone E	Price Measure	Minimum	License Metric	Pillar	Part Number
222.75	165.00	115.50	82.50	66.00	Per Year	20	Hour		B73313
202.50	150.00	105.00	75.00	60.00	Per Year	100	Hour		B73312

Definitions

1M Monthly Assessments: is defined as up to 1,000,000 assessments made using the Oracle Policy Automation Determinations Application Programming Interface (API), during each calendar month of the service period. Unused assessments do not rollover to subsequent months. One (1) assessment corresponds to the following:

- 1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action
- 2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action
- 3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

Note that an assessment is deemed to have occurred even if the provided data cannot be processed.

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service.

Bandwidth: is defined as the amount of data transferred between your and Oracle's web servers.

8 Hour Block: is defined as a single block of time lasting up to 8 hours. This block may not be divided up into several smaller blocks. The block of time may be less than 8 hours, but not more than 8 hours.

Certificate: is defined as your previously purchased Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign. The Oracle RightNow Custom Domain SSL Application Hosting offering creates the ability for RightNow to host your Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations.

Community Instance: is defined as a platform containing all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the Community.

Connection: is defined as a secure (encrypted) LAN to LAN link between your network and the RightNow hosting facility.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Database Storage: is defined as the total amount of disk usage you are using through dynamic data stored in database tables.

Documents Indexed: is defined as a document of any type that can be reached through a URI/URL. An example would be <http://mydocdomain.com/docfolder>.

100 Emails Sent: is defined as 100 emails sent for all outbound broadcast or transactional emails through Oracle RightNow Outreach Cloud Service or Oracle RightNow Feedback Cloud Service. There are a small amount of emails bundled into the Standalone Chat, Enterprise and Enterprise Contact Center Desktops.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

External Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit others to view all or a discrete subset of a Database.

File Storage: is defined as the total amount of disk usage stored in the file attachment server (i.e. - file attachments, archived data).

Hosted Connected Seat Month: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals during one service period month. The Hosted Connected Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak simultaneous user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

Hosted Connected User: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals at any given time. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service month's peak Hosted Connected User count, find the maximum number and count that as your consumption for the month.

Hosted Non-Contact Center Named User: is defined as an individual authorized by you to access the Oracle Service Cloud regardless of whether the individual is actively accessing these services at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The quantity of Hosted Non-Contact Center Named Users on the ordering document is the maximum number of Hosted Non-Contact Center Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named User seats to accommodate your increased usage. The peak number of Hosted Non-Contact Center Named Users at any given time during each month of the Service Period determines your compliance with this metric.

Hosted Non-Contact Center Named Seat Month: is defined as an individual who is authorized by you to access the Oracle Service Cloud during each month of the Service Period, regardless of whether the individual is actively accessing these service at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. For each month of the Service Period, the amount of Hosted Non-Contact Center Named Seat Months used is the peak number of individuals authorized by you to access the Oracle Service Cloud at any given time during such month. If at any time use of the Oracle Service Cloud exceeds the purchased quantity of Hosted Non-Contact Center Named Seat Months, then you are required to purchase and pay for additional Hosted Non-Contact Center Named Seat Months in accordance with the terms of your order, such that the amount of Hosted Non-Contact Center Named Seat Months used or to be used is equal to or less than the total purchased quantity.

Hosted Named Seat Month: is defined as an individual authorized by you to access the hosted service by enabling a unique staff account in Oracle RightNow's management and configuration, regardless of whether the individual is actively accessing the hosted service at any given time during one service period month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak enabled staff account count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance.

Definitions

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

For the purpose of Oracle RightNow Cloud Service, a unique staff account is enabled for each authorized individual in Oracle RightNow's management and configuration. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service period month's daily peak Hosted Named User count, find the maximum number and count that as your consumption for the month.

Hosted 1,000 Records: is defined as 1,000 unique customer database records stored in the hosted service.

For the purposes of Enterprise Data Management Cloud Service, a record is defined as a unique instance by name of a specific business entity -- called a node -- such as, but not limited to, company, account, cost center, product, customer, location, departments, or other critical business element that is managed within the hosted service.

For the purposes of Fusion Accounting Hub Cloud Service, record is a unique external transaction row uploaded to Accounting Hub Cloud Service during the month, and stored in the hosted service. It will be based on unique records in the subledger accounting

For the purposes of Fusion Customer Management Foundation for Organizations Cloud Service, a customer database record is a unique business entity or company record which is stored as an account or organization in the hosted service.

For the purposes of Fusion Customer Management Foundation for Persons Cloud Service, a customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact or a person in the hosted service.

For the purposes of Fusion Data Quality Address Cleansing Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Data Quality Matching Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Automated Invoice Processing Cloud Service (and Fusion WebCenter Forms Recognition Cloud Service), a records is a unique invoice header, in the hosted service, entered during the month.

For the purposes of Product Hub Cloud Service, a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items), or organization assignments, or revisions/versions of the same item, or items.

For the purposes of Product Hub Portal Cloud Service a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service.

Instance: is defined as one database which includes the knowledge RightNow foundation (Database), management & administrative capabilities, business rules, process management and reporting.

Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit certain users to view all or a discrete subset of your data, and may be either an Internal Interface or an External Interface. RightNow Interfaces enable Customer to provide an additional language or additional data segmentation for its employees, agents or the public.

External Interface: is defined as an external facing interface that may be accessed by Customer's customers and the public. External facing capabilities, if enabled, will cause Oracle RightNow Universal Sessions to be incurred.

Internal Interface: is defined as an Internal Interface that may **not** be accessed by Customer's customers or by the public.

Learning Credit: A Learning Credits account is a prepaid commitment or a deposit of funds from which the customer can acquire education products and services offered in the Oracle University online catalog posted at education.oracle.com. Learning Credits may only be used to acquire products and services at the list price in effect at the time the customer orders the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when the customer acquires the relevant product or service. The list price will be reduced by applying the Learning Credits discount specified at the time of the customer's Learning Credits purchase.

Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to a customer's order; however, the discount specified in the customer's order will not be applied to such taxes, materials and/or expenses. Learning Credits are valid for a period of 12 months from the date the customer's order is accepted by Oracle, and the customer must acquire products and must use any acquired services prior to the end of such period. A customer may only use Learning Credits in the country in which they were acquired, may not use them as a payment method for additional Learning Credits, and may not use different Learning Credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning Credits are non-transferable and non-assignable. A customer may be required to execute standard Oracle ordering materials when using Learning Credits to order products or services.

Mailbox: is defined as functionality which allow emails to be brought into your Oracle RightNow site and be converted into an incident to be handled by your support agents or to send and feedback emails.

100 Sessions: is defined as 100 15-minute time periods of user activity within a Web Visit.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

Peak Total Storage: is defined as the total amount of disk usage you are using through any of the following:

- Dynamic data stored in the database tables
- File attachments
- Archived Incidents
- Oracle RightNow Cloud Service Product (Binaries, Programs, PHP Files, CPS Assets and Code)

Test Environment: is defined as a single test environment provided to Customer as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

Universal Service Credit: the purchase of Universal Service Credits ("USC") allows the Customer the flexibility, based on the rate specified in the applicable Order Form, to place pre-funded orders for ORACLE consulting or technical services (i.e., customization/integration/data imports) in support of the Customer's RightNow Cloud Services implementation. At the time that Customer requires such services, Customer and Oracle/RightNow will agree to a documented scope of work and will reference the USC as form of payment. USCs may not be applied toward education services (i.e., workshops, onsite training). For US Public Sector customers, USCs are paid in arrears of service performance.

VPN Connection: is defined as each Oracle virtual private network connection installed between the Oracle data center and Customer.

250,000 Web Services API Operations: is defined as 250,000 operations to be used by the Connect Web Services Application Programming Interface (API). This corresponds to operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire. These requests are metered at the server, where each SOAP request corresponds to one API Operation. When using batch, one or more metered Operations can be sent in a single SOAP request.

For the purposes of Monthly Capacity, you are purchasing transactions to be used within a single month as specified in Your Ordering Document. A single unit can be used for one transaction per month during the Services Period.

For the purposes of Pooled Capacity, you are purchasing transactions to be used for the entire Services Period as specified in Your Ordering Document.