



Oracle Construction & Engineering Global Price List

July 15, 2021  
Software Investment Guide

## Oracle Construction &amp; Engineering Global Price List

	License Price	Software Update License & Support	Metric	Minimum
<b>Products: P6</b>				
Primavera P6 Enterprise Project Portfolio Management	3,500	770.00	Application User	-
Primavera P6 Progress Reporter	1,200	264.00	Application User	-
Primavera P6 Professional Project Management	3,200	704.00	Application User	-
<b>Products: Primavera</b>				
Primavera Analytics	2,000	440.00	Application User	25
Primavera Contract Management, Business Intelligence Publisher Edition	2,000	440.00	Application User	-
Primavera Risk Analysis	9,500	2,090.00	Application User	-
Primavera Portfolio Management	2,900	638.00	Application User	50
Primavera Capital Planning and Investment Control Budgeting	2,000	440.00	Application User	50
Primavera Data Warehouse	25,000	5,500.00	Processor	
<b>Products: Unifier</b>				
Primavera Unifier Project Controls	3,950	869.00	Application User	25
Primavera Unifier Earned Value Management	995	219.00	Application User	5
Primavera Unifier Facilities and Asset Management	3,950	869.00	Application User	25
Primavera Unifier Portal User	75	17.00	Application User	100
<b>Products: Instantis</b>				
Instantis EnterpriseTrack	2,000	440.00	Application User	25
Instantis EnterpriseTrack Timesheets	400	88.00	Application User	25
<b>Integration Products</b>				
Primavera Gateway	20,000	4,400.00	Application User	5
Primavera P6 Enterprise Project Portfolio Management Web Services	625	138.00	Application User	10
Primavera P6 Enterprise Project Portfolio Management Web Services	125	28.00	Employee	5000
Primavera Contract Management Web Services	500	110.00	Application User	10

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	Monthly Subscription Fee	Metric	Minimum	Part Number
<b>Products: P6 (Cloud Service)</b>				
Primavera P6 Enterprise Project Portfolio Management Cloud Service	250	Hosted Named User	25	B76057
Primavera P6 Progress Reporter Cloud Service	24	Hosted Named User	-	B76058
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	40	Hosted Named User	-	B76059
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	2	Hosted Employee	5000	B90370
Primavera Virtual Desktop Cloud Service	1,000	Hosted Environment	1	B85990
<b>Products: Unifier (Cloud Service)</b>				
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25	B79672
Primavera Unifier Earned Value Management Cloud Service	49	Hosted Named User	5	B89672
Primavera Unifier Essentials for Building Owners Cloud Service	100	Hosted Named User	25	B93158
Primavera Unifier Team for External Collaborators Cloud Service	50	Hosted Named User	10	B92899
Primavera Unifier Facilities and Asset Management Cloud Service	150	Hosted Named User	25	B84353
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100	B76545
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1	B78041
AutoVue 3D Professional Advanced Cloud Service	50	Hosted Named User	1	B86057
<b>Products: P6 and Unifier Additional Options (Cloud Service)</b>				
Primavera Analytics Cloud Service	90	Hosted Named User	25	B79107
Primavera P6 Cloud Service or Primavera Unifier Cloud Service, Additional 10 GB Database Storage	60	Gigabyte	-	B82784
Primavera P6 Cloud Service or Primavera Unifier Cloud Service, Additional 50 GB Database Storage	150	Gigabyte	-	B82785
Primavera P6 Cloud Service Additional Production Database	80	Hosted Named User	25	B82760
Primavera P6 Cloud Service or Primavera Unifier Cloud Service, Additional Non-Production Environment	4,500	Nonproduction Environment	-	B76563
<b>Products: Oracle Primavera Cloud (Cloud Service)</b>				
Oracle Primavera Schedule Cloud Service	100	Hosted Named User	5	B92515
Oracle Primavera Task Management Cloud Service	50	Hosted Named User	5	B92516
Oracle Primavera Progress Cloud Service	12	Hosted Named User	5	B92517
Oracle Primavera Portfolio Planning Cloud Service	200	Hosted Named User	5	B90210

Please Note: For Oracle Primavera Cloud Services with metric: '1M of Project Value', fees are based on the corresponding formula. Formula as shown reflects USD only. Refer to the appropriate Oracle quoting tool to determine the actual monthly unit net fee for the corresponding cloud service in local currency.

When using the appropriate Oracle quoting tool, quantities entered for Oracle Primavera Cloud Services with metrics listed above, are in local currency, in millions.

Oracle Primavera Schedule Single Project Cloud Service	$850 * (\text{Months}^{0.76}) * (1\text{M of Project Value}^{0.79})$	1M of Project Value	-	B92700
<b>Products: Oracle Construction Intelligence Cloud Services</b>				
Oracle Construction Intelligence Cloud Advisor Cloud Service	100	Hosted Named User	10	B92621
Oracle Construction Intelligence Cloud Service, Primavera P6 EPPM SaaS Data Source	2000	Each	-	B92619
Oracle Construction Intelligence Cloud Service, Primavera P6 EPPM Application Program Data Source	2500	Each	-	B92810
Oracle Construction Intelligence Cloud Service, Oracle Aconex Data Source	2000	Each	-	B92620

	Monthly Subscription Fee	Metric	Minimum	Part Number
<b>Primavera Submittal Exchange Cloud Service</b>				
Primavera Submittal Exchange Single Project Cloud Service	See Submittal Exchange Single Project Price Schedule	Construction Project Value in Millions	-	B88659
Primavera Submittal Exchange Public Planroom Cloud Service	50	Project	-	B88660

PRIMAVERA SUBMITTAL EXCHANGE SINGLE PROJECT PRICE SCHEDULE

Band	Maximum Project Value USA (Dollar)	Quantity to Quote Per Million	Monthly Price
			USA (Dollar)
1	1,000,000	1	185
2	3,000,000	3	350
3	6,000,000	6	400
4	10,000,000	10	475
5	25,000,000	25	600
6	50,000,000	50	750
7	100,000,000	100	900
8	250,000,000	250	1,100
9	500,000,000	500	2,000
10	750,000,000	750	2,500
11	1,000,000,000	1,000	3,000

Primavera Submittal Exchange Enterprise Cloud Service	See Submittal Exchange Enterprise Price Schedule	\$M in Total Construction Value	-	B92493
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PRIMAVERA SUBMITTAL EXCHANGE ENTERPRISE PRICE SCHEDULE

Band	Maximum Project Value USA (Dollar)	Quantity to Quote Per Million	Monthly Price
			USA (Dollar)
1	100,000,000	100	2,500
2	200,000,000	200	4,750
3	300,000,000	300	6,950
4	400,000,000	400	9,100
5	500,000,000	500	11,200
6	600,000,000	600	13,250
7	700,000,000	700	15,250
8	800,000,000	800	17,200
9	900,000,000	900	19,100
10	1,000,000,000	1,000	20,950
11	1,250,000,000	1,250	25,700
12	1,500,000,000	1,500	30,450
13	1,750,000,000	1,750	35,200
14	2,000,000,000	2,000	39,950
15	2,250,000,000	2,250	44,700
16	2,500,000,000	2,500	49,450

**Oracle Construction & Engineering Global Price List**  
**Aconex Cloud Services**

Note: For Oracle Aconex Cloud Services with metric '1M of Project Value', fees are based on the corresponding formula. Formula as shown reflects USD only. Refer to the appropriate Oracle quoting tool to determine the actual monthly unit net fee for the corresponding cloud service in local currency.

When using the appropriate Oracle quoting tool, quantities entered for Oracle Aconex Cloud Services with metrics listed above, are in local currency, in millions.

	Monthly Subscription Fee	Metric	Minimum	Part Number
<b>Oracle Aconex Base Cloud Services - Enterprise</b>				
Oracle Aconex Core Enterprise Cloud Service	50	Hosted Named User	5	B91330
Oracle Aconex Field Enterprise Cloud Service	50	Hosted Named User	5	B91454
Oracle Aconex Project Controls Enterprise Cloud Service	500	Hosted Named User	5	B91456
Oracle Aconex United States Department of Defense Enterprise Cloud Service	350	Hosted Named User	5	B91457
Oracle Aconex Early Access Enterprise Cloud Service	2,000	Customer	-	B91331
<b>Oracle Aconex Add-on Cloud Services - Enterprise</b>				
Oracle Aconex Tenders Enterprise Cloud Service	8	Hosted Named User	5	B91333
Oracle Aconex Supplier Documents Enterprise Cloud Service	8	Hosted Named User	5	B91459
Oracle Aconex Packages Enterprise Cloud Service	9	Hosted Named User	5	B91461
Oracle Aconex Contract Management Enterprise Cloud Service	200	Hosted Named User	5	B91463
Oracle Aconex Model Coordination Enterprise Cloud Service	10	Hosted Named User	5	B91465
Oracle Aconex Handover Enterprise Cloud Service	9	Hosted Named User	5	B91467
Oracle Aconex Scheduled Archive Enterprise Cloud Service	4	Hosted Named User	5	B92440
Oracle Aconex Online Archive Enterprise Cloud Service	2	Hosted Named User	5	B91469
Oracle Aconex Tenders Early Access Enterprise Cloud Service	150	Customer	-	B91335
Oracle Aconex Supplier Documents Early Access Enterprise Cloud Service	150	Customer	-	B91470
Oracle Aconex Packages Early Access Enterprise Cloud Service	400	Customer	-	B91471
Oracle Aconex Model Coordination Early Access Enterprise Cloud Service	400	Customer	-	B91472
<b>Oracle Aconex Base Single Project Cloud Services for Enterprise</b>				
Oracle Aconex Tenders Single Project Cloud Service for Enterprise	8	Hosted Named User	5	B91337
Oracle Aconex Supplier Documents Single Project Cloud Service for Enterprise	8	Hosted Named User	5	B91474
Oracle Aconex Packages Single Project Cloud Service for Enterprise	9	Hosted Named User	5	B91476
Oracle Aconex Contract Management Single Project Cloud Service for Enterprise	200	Hosted Named User	5	B91478
Oracle Aconex Model Coordination Single Project Cloud Service for Enterprise	10	Hosted Named User	5	B91480
Oracle Aconex Scheduled Archive Single Project Cloud Service for Enterprise	4	Hosted Named User	5	B92442
Oracle Aconex Handover Single Project Cloud Service for Enterprise	9	Hosted Named User	5	B91482
Oracle Aconex United States Department of Defense Single Project Cloud Service for Enterprise	250	Hosted Named User	5	B91484
Oracle Aconex Australian Government Single Project Cloud Service for Enterprise	50	Hosted Named User	5	B91486

Oracle Construction & Engineering Global Price List  
Aconex Cloud Services

	Monthly Subscription Fee	Metric	Minimum	Part Number
<b>Oracle Aconex Base Cloud Services - Single Project</b>				
<i>Note: For Oracle Aconex Single Projects with metric '1M of Project Value', the variable 'Months' in the Monthly Subscription Fee represents the entire duration of the project.</i>				
Oracle Aconex Core Single Project Cloud Service	1700*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91338
Oracle Aconex Field Single Project Cloud Service	680*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91487
Oracle Aconex Project Controls Single Project Cloud Service	850*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91489
Oracle Aconex United States Department of Defense Single Project Cloud Service	6800*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91494
Oracle Aconex Australian Government Single Project Cloud Service	2550*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91496
Oracle Aconex Core Single Project Cloud Service	50	Hosted Named User	5	B91339
Oracle Aconex Field Single Project Cloud Service	50	Hosted Named User	5	B91488
Oracle Aconex Project Controls Single Project Cloud Service	500	Hosted Named User	5	B91490
Oracle Aconex United States Department of Defense Single Project Cloud Service	350	Hosted Named User	5	B91495
Oracle Aconex Australian Government Single Project Cloud Service	150	Hosted Named User	5	B91497
Oracle Aconex Early Access Single Project Cloud Service	850*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91498
Oracle Aconex Scheduled Archive Single Project Cloud Service	85*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91493
Oracle Aconex Scheduled Archive Single Project Cloud Service	4	Hosted Named User	5	B92443
Oracle Aconex Single Project Two-Step Verification Cloud Service	900	Project	-	B91340
Oracle Aconex Defects Liability Single Project Cloud Service	85*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91491
Oracle Aconex Defects Liability Single Project Cloud Service	3	Hosted Named User	5	B91492
<b>Oracle Aconex Add-on Cloud Services - Single Project</b>				
Oracle Aconex Tenders Single Project Cloud Service	170*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91341
Oracle Aconex Supplier Documents Single Project Cloud Service	170*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91499
Oracle Aconex Packages Single Project Cloud Service	255*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91501
Oracle Aconex Contract Management Single Project Cloud Service	255*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91503
Oracle Aconex Model Coordination Single Project Cloud Service	255*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91505
Oracle Aconex Handover Single Project Cloud Service	255*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91507
Oracle Aconex Tenders Single Project Cloud Service	8	Hosted Named User	5	B91342
Oracle Aconex Supplier Documents Single Project Cloud Service	8	Hosted Named User	5	B91500
Oracle Aconex Packages Single Project Cloud Service	9	Hosted Named User	5	B91502
Oracle Aconex Contract Management Single Project Cloud Service	200	Hosted Named User	5	B91504
Oracle Aconex Model Coordination Single Project Cloud Service	10	Hosted Named User	5	B91506
Oracle Aconex Handover Single Project Cloud Service	9	Hosted Named User	5	B91508
Oracle Aconex Tenders Early Access Single Project Cloud Service	85*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91509
Oracle Aconex Supplier Documents Early Access Single Project Cloud Service	85*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91510
Oracle Aconex Packages Early Access Single Project Cloud Service	130*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91511
Oracle Aconex Model Coordination Early Access Single Project Cloud Service	130*(Months <sup>-0.75</sup> )*(1M of Project Value <sup>0.75</sup> )	1M of Project Value	-	B91512

**Oracle Construction & Engineering Global Price List**  
**Aconex Cloud Services**

Oracle Aconex Cloud Services - Additional Services	Monthly Subscription Fee	Metric	Minimum	Part Number
Oracle Aconex SSO Cloud Service	750	Customer	-	B91513
Oracle Aconex for Outlook	10	Hosted Named User	5	B91344

Oracle Aconex Cloud Services - Additional Archives	Fee	Metric	Minimum	Part Number
Oracle Aconex Online Archive Project Cloud Service	See Oracle Aconex Online Archive Gigabyte-based Rate Card	Gigabyte	20	B91345
Oracle Aconex Single Project Archive	See Oracle Aconex Single Project Archive Gigabyte-based Rate Card	Gigabyte	10	B91530

**Oracle Aconex Online Archive Gigabyte-based Pricing Instructions:**

Prices listed in the Oracle Aconex Online Archive Gigabyte-based Rate Card table are applicable to Oracle Aconex Online Archive Project Cloud Service (fees listed are monthly per gigabyte). Prices are based on the number of total gigabytes associated to the project(s) associated to the order. Note that the customer is not purchasing a bucket of gigabytes. The gigabyte volume is used only to determine the applicable price band. When Quoting Oracle Aconex Online Archiven Cloud Service (per Gigabyte), enter the number of gigabytes for the customer's project(s).

**Oracle Aconex Online Archive Gigabyte-based Rate Card**

Band #	Archive Size in Gigabytes		Oracle Aconex Online Archive fee per Gigabyte (per month)
	Band Begins	Band Ends	
1	20	30	0.460
2	31	40	0.428
3	41	50	0.404
4	51	75	0.386
5	76	100	0.342
6	101	150	0.308
7	151	200	0.245
8	201	250	0.217
9	251	300	0.193
10	301	400	0.171
11	401	500	0.140
12	501	750	0.113
13	751	1000	0.092
14	1001	1500	0.081
15	1501	2000	0.070
16	2001	2500	0.061
17	2501	3000	0.053
18	3001	4000	0.046
19	4001	5000	0.038
20	5001	7500	0.032
21	7501	10000	0.027
22	10001	or greater	0.024

**Oracle Aconex Single Project Archive Gigabyte-based Pricing Instructions:**

Prices listed in the Oracle Aconex Single Project Archive Gigabyte-based Rate Card table are applicable to the Oracle Aconex Single Project Archive (fees listed are one-time per gigabyte). Prices are based on the number of total gigabytes associated to the project on the order. Note that the customer is not purchasing a bucket of gigabytes. The gigabyte volume is used only to determine the applicable price band. When Quoting Oracle Aconex Single Project Archive (per Gigabyte), enter the number of gigabytes for the customer's project.

**Oracle Aconex Single Project Archive Gigabyte-based Rate Card**

Band #	Archive Size in Gigabytes		Oracle Aconex Single Project Archive fee per Gigabyte (one-time fee)
	Band Begins	Band Ends	
1	10	30	22.55
2	31	40	22.25
3	41	50	21.95
4	51	75	21.65
5	76	100	20.45
6	101	150	19.25
7	151	200	16.25
8	201	250	15.05
9	251	300	13.85
10	301	400	13.30
11	401	500	12.75
12	501	750	10.60
13	751	1000	9.20
14	1001	1500	8.50
15	1501	2000	7.80
16	2001	2500	7.10
17	2501	3000	6.40
18	3001	4000	5.70
19	4001	5000	4.95
20	5001	7500	4.25
21	7501	10000	3.90
22	10001	or greater	3.55

Oracle Construction & Engineering Global Price List

	Price	Metric	Minimum	Part Number
<b>Construction &amp; Engineering Learning Subscriptions</b>				
EDU Oracle Construction & Engineering Learning Subscription	416	Hosted Named User	-	B92643

	Price	Metric	Minimum	Part Number
<b>Oracle Aconex - Accreditations</b>				
Oracle Aconex Accredited Associate	65	Each	-	B91527
Oracle Aconex Accredited Professional	65	Each	-	B91528
Oracle Aconex Accredited Specialist	65	Each	-	B91529
<b>Oracle Aconex Consulting Offerings</b>				
Oracle Aconex Setup Service				
		<b>Country / Region</b>		
		United States		
	4,400	Each	-	B91525

## Definitions

**1M of Net Billings Allowance:** is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the maximum cumulative Net Billings of all Projects managed by You covered by Your order.

**1M of Project Value:** is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the single Project Value covered by Your order.

**\$M in Total Construction Value:** is defined as one Million U.S. Dollars (stated in Millions by local currency) of the annual total construction value managed by the Cloud Service.

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

**Construction Project Value in Millions:** is defined as the cost for a construction project (stated in Millions by local currency) that is managed through the Oracle Cloud Service over the duration of the Project. (Submission Exchange)

**Contract:** is defined as a formal and legally binding agreement to provide goods or services as part of a Project. Parties within a Project can have multiple Contracts covering different areas of scope on the same Project.

**Contract Value:** is defined as the value of the Contract entered into the Oracle Cloud Service by a General Contractor, plus any change orders that may increase or decrease the initial Contract Value, accepted by the Subcontractor for services performed over duration of a Project. However, if the Contract Value so computed is less than the amount of the Contract that has not been paid as of the date of its entry into the Oracle Cloud Service, then the Contract Value shall equal the amount of the Contract that has not been paid as of such date. The Contract Value excludes any amounts paid before the Contract was added to the Oracle Cloud Service.

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

**Employee:** is defined as

- (i) all of your full-time, part-time, temporary employees, and
- (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs.

The quantity of the licenses required is determined by the number of Employees and not the actual number of users.

In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Gigabyte:** is defined as a gigabyte of storage space.

**Hosted Employee:** is defined as

- (i) all of your full-time, part-time, temporary employees, and
- (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs

The quantity of the licenses required is determined by the number of Employees and not the actual number of users.

In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Hosted Environment:** is defined as the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Oracle Cloud Services which You have ordered. A hosted environment can be used for only one type of Oracle Program.

**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.

**Nonproduction environment:** is defined as a Hosted Environment that is specifically sized and designed (i) for functional testing and validating changes prior to their promotion to the Production Environment, (ii) for recreating events and duplicating issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution, and (iii) for development, training, and testing purposes. The Nonproduction Environment may not be used for production purposes or for performance or stress testing, and any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Nonproduction Environments. The Nonproduction Environment is limited to 50 concurrent Users. The Nonproduction Environment may be refreshed, at Your request, no more than once per quarter. Note that only the database will be copied over. File repositories and user reports are not copied from production environment. Oracle periodically makes backups of nonproduction data for Oracle's sole use to limit data loss and service downtime in the event of a disaster.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at <http://oracle.com/contracts>. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).



## **Oracle Support Services**

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at <http://www.oracle.com/Support>

### **Software Update License & Support**

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### **Support Renewals**

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### **Advanced Customer Support**

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution. Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### **Incident Server Support Packages**

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):  
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):  
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### **Customer Support Services Policies and Definitions**

The complete policy can be found in the Technical Support Policies at <http://www.oracle.com/support>

### **Extended Support**

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support  
Year 7 after product release: 20% of current year's Software Update License & Support  
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

- Updates, fixes and security alerts
- Tax, legal and regulatory updates
- Upgrade scripts
- Technical support
- Major product and technology releases

### **Sustaining Support**

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

- Technical Support
- Access to MetaLink/Customer Connection
- Major product and technology releases
- Pre-existing fixes

### **Oracle On Demand**

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

#### **Administrative Services**

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

#### **Computer and Administration Services**

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.