



Oracle Restaurants Cloud Services

Service Descriptions and Metrics



Effective Date: October 10, 2024

*NOTE: The service descriptions for all other Oracle Restaurants Cloud Services can be found in a separate document which may be viewed on www.oracle.com/contracts.

TABLE OF CONTENTS

METRIC DEFINITIONS	4
“Kitchen Display Client”	4
“Physical Location”	4
“POS Client”	4
“Processed Customer Transaction”	4
“Revenue Center”	4
“Workstation”	4
GLOSSARY	5
“Check”	5
“Device”	5
“Guest”	5
“Menu Content”	5
“Organization”	5
ORACLE RESTAURANTS - SERVICE DESCRIPTIONS	6
ORACLE SIMPHONY, SINGLE-TENANT EDITION, METERED SERVICE	6
Oracle Symphony Cloud Service, Single-Tenant Edition, Metered Service.....	6
ORACLE SIMPHONY, SINGLE-TENANT EDITION	11
Oracle Symphony, Single-Tenant Edition, Environment	11
Oracle Symphony, Single-Tenant Edition.....	13
Oracle Symphony Cloud Service, Single-Tenant Edition, for Android.....	16
Oracle Symphony Transaction Services, Single-Tenant Edition.....	18
Oracle Symphony Kitchen Display, Single-Tenant Edition.....	20
Oracle Restaurants Reporting and Analytics Database Access	22
ORACLE SIMPHONY, ENTERPRISE EDITION	24
Oracle Symphony Cloud Service, Enterprise Edition.....	24
Oracle Symphony Transaction Services, Enterprise Edition	27
Oracle Symphony Guest Facing Transaction Services, Enterprise Edition.....	29
ORACLE SIMPHONY, PLUS EDITION, METERED SERVICE	33
ORACLE SIMPHONY, PLUS EDITION	37
Oracle Symphony, Plus Edition	37
Oracle Symphony Transaction Services, Plus Edition.....	39
Oracle Symphony Guest Facing Transaction Services, Plus Edition	43
ORACLE SIMPHONY, ESSENTIALS EDITION, METERED SERVICE	46
ORACLE SIMPHONY, ESSENTIALS EDITION	51
Oracle Symphony, Essentials Edition.....	51
Oracle Symphony Transaction Services, Essentials Edition	54
Oracle Symphony Kitchen Display, Essentials Edition.....	57
ORACLE SIMPHONY ENTERPRISE AND PLUS ADD-ONS	60
Oracle Symphony Cloud Service, for Android.....	60
Oracle Symphony Credit Card Interface	62

Oracle Symphony Kitchen Display Services	63
Oracle Symphony Configuration Data Interface Cloud Service	65
ORACLE RESTAURANTS ENTERPRISE BACK OFFICE	67
Oracle Restaurants Reporting and Analytics, Advanced Edition	67
Oracle Restaurants Reporting and Analytics, Standard Edition	68
Oracle Symphony Cloud Service, Business Intelligence Interface	70
Oracle Restaurants Forecasting and Budget.....	71
Oracle Restaurants Labor Management	72
Oracle Restaurants Labor Management Interface.....	73
Oracle Restaurants Inventory Management	74
Oracle Restaurants Gift and Loyalty, Advanced Edition.....	76
Oracle Restaurants Gift and Loyalty, Standard Edition	77
Oracle Restaurants Gift and Loyalty, Sports and Entertainment Edition	78
Oracle Restaurants Segmentation and Exports	79
ORACLE RESTAURANTS ADDITIONAL STORAGE	81
Oracle Restaurants Additional Transaction Storage, to total 2 years.....	81
Oracle Restaurants Additional Transaction Storage, to total 3 years	82
Oracle Restaurants Additional Transaction Storage, to total 4 years	83
Oracle Restaurants Additional Journal Storage, to total 2 years.....	84
Oracle Restaurants Additional Journal Storage, to total 3 years.....	85
Oracle Restaurants Additional Journal Storage, to total 4 years	86
Oracle Restaurants Additional Journal Storage, to total 7 years.....	87
Oracle Restaurants Additional Journal Storage, to total 10 years.....	87
ORACLE SIMPHONY PARTNER INTERFACES	89
Oracle Symphony Education Interface Cloud Service.....	89
Oracle Symphony Gaming Interface Cloud Service	90
Oracle Symphony Table Management Interface Cloud Service	91
Oracle Restaurants Reporting and Analytics Interface Cloud Service	92
ORACLE SIMPHONY, NON-PRODUCTION ENVIRONMENTS.....	93
Oracle Symphony, Essentials Edition, Non-Production Environment (For OPN Partners Only).....	93
RETIRED SKUS	
Oracle Restaurants Inventory Cloud Service, Standard Edition	

METRIC DEFINITIONS

“Kitchen Display Client” is defined as a Device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

“Physical Location” is defined as a single business entity with a physical (postal) address. Each business entity at which the Oracle Cloud Service is being used should be counted as a separate physical location.

In a property that operates multiple business entities, such as an airport, casino, stadium, university or resort, each Revenue Center operating as an individual entity is counted as a separate physical location. In a property with multiple Revenue Centers (defined below) that operates as a single business entity, such as a freestanding restaurant with a bar, carry out, and table service, the building is counted as a single physical location.

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

“Processed Customer Transaction” is defined as a Check (as defined in the Glossary) (as displayed on a receipt or bill) processed through the Symphony Cloud Service which increases the quantity of total transactions shown in the system financial reports. A Processed Customer Transaction may describe various transaction types involving the merchant and an end-customer including but not limited to a sale, return, exchange, and/or gift card transaction.

The processed customer transaction quantity is the total transactions during a given billing period less any performed while in training mode (Training Mode Transactions) or processing waste (Waste Transactions) during a given billing period.

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

For the purpose of metered Symphony Cloud Services, a Revenue Center is counted when the system contains one or more Processed Transactions.

“Transaction Services Client” is defined as a Device using data originating from the Oracle Symphony Transaction Services Cloud Services API endpoint to record sales transactions or display Menu Content. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Symphony Transaction Services Cloud Service, Devices that display property or revenue center configuration must be counted as Transaction Services Clients. Below are examples that must be licensed as Transaction Services Clients.

- Guest owned mobile Devices or computers from which menus are viewed and orders placed (e.g., delivery apps, mobile ordering websites, online ordering websites)
- On premises Devices from which menus are viewed and orders placed (e.g., kiosks, handheld payment terminals, menu boards, way finding kiosks with menus)
- On premises Devices which display order production status updates (e.g., consumer facing display showing order numbers ready for pickup)
- Your Devices from which menus are viewed and orders placed (e.g., 3rd party catering applications, centralized call center applications)

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

GLOSSARY

“Check” is defined as a record of an order for goods or services from You (for example, a bill given to a restaurant customer after making a purchase).

“Device” is defined as a network element that is modeled, discovered or managed by the Oracle Cloud Service.

“Guest” is defined as a person receiving goods or services from You. For example, in a table service restaurant, the guest sits at a table and receives service and food or beverage from Your employee; in a delivery situation, a guest receives the food or beverage produced within Your Physical Location outside of the business’ location – e.g., home or office.

“Menu Content” is defined as information configured within any Symphony Cloud Service that describes a menu, including but not limited to: menu item names, descriptions, images, and prices; allergens; nutritional content information; discounts; and menu categories.

“Organization” is defined as Symphony Cloud Service or Reporting and Analytics enterprise that consists of one or more Physical Locations and Revenue Centers, which have POS Clients, Kitchen Display Clients, Transaction Services Clients, and Interfaces within it. A Symphony Single-Tenant Environment may have one or more Organizations within it. The word Organization is also used synonymously with Enterprise.

ORACLE RESTAURANTS - SERVICE DESCRIPTIONS

ORACLE SIMPHONY, SINGLE-TENANT EDITION, METERED SERVICE

Oracle Symphony Cloud Service, Single-Tenant Edition, Metered Service

METERED SERVICE	PART #	METRIC
Oracle Symphony Cloud Service, Single-Tenant Edition	B96726	Currency Unit
Oracle Symphony Cloud Service, Single-Tenant Edition, Environment Fee	B96727	Instance
Oracle Symphony Cloud Service, Single-Tenant Edition, Transaction Fee	B96728	Processed Customer Transaction
Oracle Symphony Cloud Service, Single Tenant Edition, Extended Storage 14-36 months	B96729	Revenue Center

Users of the Oracle Symphony Cloud Service, Single-Tenant Edition, will be provisioned in a dedicated Single-Tenant Environment. For the purposes of metered Symphony Cloud Services, an Environment Fee is counted when the system contains one or more Processed Transactions.

Users of the Oracle Symphony Cloud Service, Single-Tenant Edition, metered service are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Symphony Configuration Data Interface Cloud Service
- Oracle Symphony Configuration and Content API Cloud Service
- Oracle Symphony Credit Card Interface Cloud Service
- Oracle Symphony Telemetry Cloud Service
- Oracle Symphony Transaction Services Cloud Service, Single-Tenant Edition
- Oracle Symphony Kitchen Display Cloud Service, Single-Tenant Edition
- Oracle Symphony Cloud Service, Business Intelligence Interface
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Reporting and Analytics Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Database Access Cloud Service
- Oracle Restaurants Labor Management Cloud Service
- Oracle Restaurants Labor Management Interface Cloud Service
- Oracle Restaurants Forecasting and Budget Cloud Service
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition
- Oracle Restaurants Segmentation and Exports Cloud Service
- Oracle Symphony Education Interface Cloud Service
- Oracle Symphony Gaming Interface Cloud Service
- Oracle Symphony Table Management Interface Cloud Service
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition

- *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- *Oracle Symphony Transaction Services* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- *Oracle Symphony Telemetry Agent* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The following add-on services are not included with this Oracle Cloud Service and may be purchased separately:

- Oracle Restaurants Payment Cloud Service

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Configuration Environment, Single-Tenant Edition from which it was downloaded.

The *Oracle Symphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Standard Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Service, Single-Tenant Edition, metered service is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Extended Data Retention

The Oracle Symphony Cloud Service, Single Tenant Edition, Extended Storage 14-36 months enables the Oracle Restaurants Reporting and Analytics Cloud Service and the Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits, and the fee will be charged once the data is retained longer than the standard data retention period.

The extended data retention periods provided by the Oracle Symphony Cloud Service, Single Tenant Edition, Extended Storage 14-36 months are outlined below.

For Oracle Restaurants Reporting and Analytics Cloud Service:

- up to 24 months of Transaction Details
- up to 36 months of Fiscal Transaction Data
- up to 36 months of Daily and Fixed Period Totals
- up to 36 months of Transaction Journal Records

For Oracle Restaurants Labor Management Cloud Service:

- up to 36 months of Time Cards

For Oracle Restaurants Gift and Loyalty Cloud Service:

- 24 months of Gift and Loyalty Details
- 36 months of Gift and Loyalty Daily and Fixed Period Totals

Activation Usage and Billing

The Oracle Symphony Cloud Service, Single-Tenant Edition, metered service is a pay as you go service. Your order contains a listing of all the Services available as of the date of the order. During the Services Period of Your order (as defined below), You may activate and use any/all such Services according to these service descriptions and You will be charged for such usage at the rate specified in Your order.

Charges for all pay as you go usage will be billed monthly in arrears with immediate payment terms. After invoicing, You will be able to access copies of Your invoices in Your Cloud Services Account.

If Oracle makes available new Oracle Symphony Cloud Service, Single-Tenant Edition, metered service offerings within Your Cloud Services Account, You may activate and use those additional Services and You will be billed for the actual usage of such Services based on Oracle's then current price list for such Services, which can be found at <https://www.oracle.com/cloud/price-list.html>. You may place a new order at any time, and You will receive the pricing and discounts agreed to in the rate card attached to Your new order.

The development, release, and timing of any future features, functionality, or Services remain at the sole discretion of Oracle. Oracle reserves the right to invoice You more frequently if Oracle identifies unusual activity that we may suspect is fraudulent or at risk of non-payment.

Services Period

Following the initial Services Period listed in Your order, You may continue to use the Oracle Symphony Cloud Service, Single-Tenant Edition, metered service subject to the terms of such order, these service descriptions and the Agreement. As such, for the purposes of these Services and notwithstanding anything to the contrary in the Agreement and Your order, the term “Services Period” shall include the initial Services Period listed in Your order as well as any period of continued Services use following such initial Services Period. Following the initial Services Period listed in Your order, either party may terminate the Services Period by providing written notice of no less than sixty (60) days.

Disaster Recovery & Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration, Single-Tenant Edition, Metered Service	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, SINGLE-TENANT EDITION

Oracle Symphony, Single-Tenant Edition, Environment

Part #: B92677 – Per Instance

Users of Oracle Symphony Cloud Service, Single-Tenant Edition, Environment are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Symphony Configuration Data Interface Cloud Service
- Oracle Symphony Configuration and Content API Cloud Service
- Oracle Symphony Credit Card Interface Cloud Service
- Oracle Symphony Telemetry Cloud Service
- Oracle Symphony Cloud Service, Business Intelligence Interface
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management
- Oracle Restaurants Labor Management Interface Cloud Service
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Enterprise Configuration Environment, Single-Tenant Edition

Usage Limits

The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

- Oracle Symphony Cloud Service, Single-Tenant Edition
- Oracle Symphony Transaction Services Cloud Service, Single-Tenant Edition
- Oracle Symphony Kitchen Display Cloud Service, Single-Tenant Edition
- Oracle Symphony Education Interface Cloud Service
- Oracle Symphony Gaming Interface Cloud Service
- Oracle Symphony Table Management Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Database Access Cloud Service
- Oracle Restaurants Payment Cloud Service

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Configuration Environment, Single-Tenant Edition from which it was downloaded.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Daily & Fixed Period Totals

- 13 months of Fiscal Transaction Data
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%
Oracle Symphony Telemetry	24 hours	0 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtimeplanned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony, Single-Tenant Edition

Part #: B92678 – Per POS Client

Users of the Oracle Symphony Cloud Service, Single-Tenant Edition are authorized to access the following modules and features:

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Symphony Transaction Services Cloud Service, Single-Tenant Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony Transaction Services* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony Telemetry Agent* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Cloud Service, Single-Tenant Edition requires You to first purchase and maintain the Oracle Symphony Environment Cloud Service, Single-Tenant Environment (base service).

Usage Limits

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

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

The *Oracle Symphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices.

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - Oracle Symphony Point of Sale Client
 - Oracle Symphony ServiceHost
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - Oracle Symphony ServiceHost running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI

Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Cloud Service, Single-Tenant Edition, for Android

Part #: B96197 – Per POS Client

Users of the Oracle Symphony Cloud Service, Single-Tenant Edition, for Android are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Symphony Transaction Services Cloud Service, Single-Tenant Edition, restricted to enabling integration with the GloriaFood online ordering system

Each Workstation has entitlement to:

- Oracle Restaurants Client Application Loader Client downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Symphony Point of Sale Client downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Symphony Transaction Services downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Symphony ServiceHost downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle MySQL Database downloaded from the
- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition

Each Physical Location has entitlement to:

- Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud

The Oracle Symphony Cloud Service, Single Tenant Edition, for Android requires You to first purchase and maintain the Oracle Symphony Cloud Service, Single Tenant Edition (base service).

Usage Limits

This Oracle Cloud Service is subject to the usage limits listed in the service description for the Oracle Symphony, Single-Tenant Edition and to the following:

- A maximum number of POS Clients as stated on Your order.
- This Oracle Cloud Service is only for use on Android devices.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration, Single-Tenant Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Transaction Services, Single-Tenant Edition

Part #: B92679 – Per Revenue Center

Users of Oracle Symphony Enterprise Transaction Services Cloud Service, Single-Tenant Edition are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Oracle Restaurants Labor Management Cloud Service
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to the
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Transaction Services Cloud Service requires You to first purchase and maintain the Oracle Symphony Single-Tenant Environment Cloud Service (base service).

Usage Limits

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- A maximum number of Transaction Services Clients or Revenue Centers as specified in Your order.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:

- Oracle Transaction Services Client
- Oracle Symphony ServiceHost
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - Oracle Symphony ServiceHost running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from the Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Kitchen Display, Single-Tenant Edition

Part #: B92680 – Per Kitchen Display Client

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

- Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Each Kitchen Display Client has entitlement to:
 - *Oracle Symphony Kitchen Display System Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony QSR Automations Interface* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition
- Each Physical Location has entitlement to:
 - *Oracle Symphony Kitchen Display System Controller Service* downloaded from the Symphony Cloud Configuration Environment, Single-Tenant Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition

- *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition

The Oracle Symphony Kitchen Display Cloud Service requires You to first purchase and maintain the Oracle Symphony Environment Cloud Service (base service).

Usage Limits

The *Oracle Symphony Kitchen Display System Client* and *Oracle Restaurants Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order.
- It may only connect to the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition from which it was downloaded.

The *Oracle Symphony ServiceHost* and *Oracle Symphony Kitchen Display Controller Service* are subject to usage limits based on:

- They may only connect to the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition from which it was downloaded.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
 - *Oracle Kitchen Display System Controller*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Single-Tenant Edition is as follows:

- 2 months of configuration Audit Trail records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Reporting and Analytics Database Access

Part #: B92465 – per POS Client

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

- Read-only access to select business data sets from the Reporting and Analytics database
- LAN-to-LAN connection designed for the encrypted transmission of data between the Oracle Cloud Service and Your facilities

The Oracle Restaurants Reporting and Analytics Database Access Cloud Service requires You to first purchase and maintain the following base service:

- Oracle Symphony Cloud Service, Single-Tenant Edition

Usage Limits

The Oracle Restaurants Reporting and Analytics Database Access Cloud Service is subject to usage limits based on:

- a maximum of one secure connection

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Reporting and Analytics Database Access	24 hours	15 minutes	99.5%

Depending on the activity level in Oracle Restaurants Reporting and Analytics Database Access Cloud Service the performance of Oracle Restaurants Reporting and Analytics Advanced Cloud Service may be impacted.

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, ENTERPRISE EDITION

Oracle Symphony Cloud Service, Enterprise Edition

Part #: B92452 – per POS Client

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

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Symphony Guest Facing Transaction Services Cloud Service, Enterprise Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits

The Oracle Symphony Enterprise Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:
 - Oracle Symphony Transaction Services Cloud Service, Enterprise Edition
 - Oracle Symphony Guest Facing Transaction Services Cloud Service, Enterprise Edition
 - Oracle Symphony Kitchen Display System Cloud Service
 - Oracle Symphony Configuration Data Interface Cloud Service
 - Oracle Symphony Education Interface Cloud Service
 - Oracle Symphony Gaming Interface Cloud Service
 - Oracle Symphony Table Management Interface Cloud Service
 - Oracle Restaurants Reporting and Analytics Interface Cloud Service
 - Oracle Restaurants Payment Cloud Service
 - Oracle Symphony Cloud Service, Business Intelligence Interface

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Enterprise Edition from which it was downloaded.

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

- A maximum number of POS Clients as specified in Your order.
- They may not be more than 2 minor releases older than the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Oracle Symphony Credit Card Interface must be purchased separately.

The *Oracle Symphony ServiceHost* is subject to usage limits based on:

- It may not be more than 2 minor releases older than the Oracle Symphony Cloud Configuration Environment, Enterprise Edition

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.
- Oracle Restaurants Reporting and Analytics Interface Cloud Service

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle Symphony ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Enterprise Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Transaction Services, Enterprise Edition

Part #: B92453 – per Transaction Services Client

B92454 – per Revenue Center

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

- Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Transaction Services Cloud Service, Enterprise Edition requires You to first purchase and maintain the Oracle Symphony Cloud Service, Enterprise Edition (base service).

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Symphony Configuration Data Interface must be purchased separately.

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Enterprise Edition from which it was downloaded.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- They may not be more than 2 minor releases older than the Oracle Symphony Cloud Configuration Environment, Enterprise Edition

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
- Oracle Transaction Services Client
- Oracle Symphony ServiceHost
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle Symphony ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Enterprise Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%

Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%
-------------------------------------	----------	------------	-------

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Guest Facing Transaction Services, Enterprise Edition

Part #: B92455 – per Revenue Center

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

- Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition

- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Enterprise Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Guest Facing Transaction Services Cloud Service, Enterprise Edition requires You to first purchase and maintain the Oracle Symphony Cloud Service, Enterprise Edition (base service).

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Enterprise Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Symphony Configuration Data Interface must be purchased separately.

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Enterprise configuration environment from which it was downloaded.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Interfaced solutions must be intended for guest use.
- They may not be more than 2 minor releases older than the Oracle Symphony Enterprise configuration environment.

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

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Transaction Services Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle Symphony ServiceHost* running the Check and Posting Service

- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Enterprise Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

- Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
- Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.

Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, PLUS EDITION, METERED SERVICE

METERED SERVICE	PART #	METRIC
Oracle Symphony Cloud Service, Plus Edition	B96722	Currency Unit
Oracle Symphony Cloud Service, Plus Edition, Revenue Center Fee	B96723	Revenue Center
Oracle Symphony Cloud Service, Plus Edition, Transaction Fee	B96724	Processed Customer Transaction
Oracle Symphony Cloud Service, Plus Edition, Extended Storage 14-36 Months	B96725	Revenue Center

Users of the Oracle Symphony Cloud Service, Plus Edition, metered service will be provisioned with at least one Revenue Center. For the purposes of metered Symphony Cloud Services, a Revenue Center is counted when the system contains one or more Processed Transactions.

Users of Oracle Symphony Cloud Service, Plus Edition, metered service are authorized to access the following modules and features:

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Plus Edition
- Oracle Symphony Configuration Data Interface Cloud Service
- Oracle Symphony Credit Card Interface Cloud Service
- Oracle Symphony Transaction Services Cloud Service
- Oracle Symphony Kitchen Display Cloud Service
- Oracle Symphony Cloud Service, Business Intelligence Interface
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Reporting and Analytics Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Database Access Cloud Service
- Oracle Restaurants Labor Management Cloud Service
- Oracle Restaurants Labor Management Interface Cloud Service
- Oracle Restaurants Forecasting and Budget Cloud Service
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition
- Oracle Restaurants Segmentation and Exports Cloud Service
- Oracle Symphony Education Interface Cloud Service
- Oracle Symphony Gaming Interface Cloud Service
- Oracle Symphony Table Management Interface Cloud Service

Each User has entitlement to:

- *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition

Each Workstation has entitlement to:

- *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition

- *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition

Each Physical Location has entitlement to:

- *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The following add-on services are not included with this Oracle Cloud Service and may be purchased separately:

- Oracle Restaurants Payment Cloud Service

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Plus Edition, from which it was downloaded.

The *Oracle Symphony Point of Sale Client* is subject to usage limits based on:

- It must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.
- Oracle Symphony Credit Card Interface must be purchased separately.
- Only Oracle approved credit card interfaces may be used.
- Only one credit card interface is allowed per Physical Location.

The *Oracle Symphony ServiceHost* and *Oracle Restaurants Client Application Loader Client* are subject to usage limits based on:

- They must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle Symphony ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

Standard Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Service, Plus Edition, metered service is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Extended Data Retention

The Oracle Symphony Cloud Service, Plus Edition, Extended Storage 14-36 months enables the Oracle Restaurants Reporting and Analytics Cloud Service and the Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits, and the fee will be charged once the data is retained longer than the standard data retention period.

The extended data retention periods provided by the Oracle Symphony Cloud Service, Plus Edition, Extended Storage 14-36 months are outlined below.

For Oracle Restaurants Reporting and Analytics Cloud Service:

- up to 24 months of Transaction Details
- up to 36 months of Fiscal Transaction Data
- up to 36 months of Daily and Fixed Period Totals
- up to 36 months of Transaction Journal Records

For Oracle Restaurants Labor Management Cloud Service:

- up to 36 months of Time Cards

For Oracle Restaurants Gift and Loyalty Cloud Service:

- 24 months of Gift and Loyalty Details
- 36 months of Gift and Loyalty Daily and Fixed Period Totals

Activation Usage and Billing

The Oracle Symphony Cloud Service, Plus Edition, metered service is a pay as you go service. Your order contains a listing of all the Services available as of the date of the order. During the Services Period of Your order (as defined below), You may activate and use any/all such Services according to these service descriptions and You will be charged for such usage at the rate specified in Your order.

Charges for all pay as you go usage will be billed monthly in arrears with immediate payment terms. After invoicing, You will be able to access copies of Your invoices in Your Cloud Services Account.

If Oracle makes available new Oracle Symphony Cloud Service, Plus Edition, metered service offerings within Your Cloud Services Account, You may activate and use those additional Services and You will be billed for the actual usage of such Services based on Oracle's then current price list for such Services, which can be found at <https://www.oracle.com/cloud/price-list.html>. You may place a new order at any time, and You will receive the pricing and discounts agreed to in the rate card attached to Your new order.

The development, release, and timing of any future features, functionality, or Services remain at the sole discretion of Oracle. Oracle reserves the right to invoice You more frequently if Oracle identifies unusual activity that we may suspect is fraudulent or at risk of non-payment.

Services Period

Following the initial Services Period listed in Your order, You may continue to use the Oracle Symphony Cloud Service, Plus Edition, metered service subject to the terms of such order, these service descriptions and the Agreement. As such, for the purposes of these Services and notwithstanding anything to the contrary in the Agreement and Your order, the term "Services Period" shall include the initial Services Period listed in Your order as well as any period of continued Services use following such initial Services Period. Following the initial Services Period listed in Your order, either party may terminate the Services Period by providing written notice of no less than sixty (60) days.

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment, Plus Edition, Metered Service	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, PLUS EDITION

Oracle Symphony, Plus Edition

Part #: B92456 – per POS Client

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

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Plus Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Symphony Guest Facing Transaction Services Cloud Service, Plus Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- The following add-on services are not included with this Oracle Cloud Service and may be purchased separately:
 - Oracle Symphony Transaction Services Cloud Service
 - Oracle Symphony Guest Facing Transaction Services Cloud Service
 - Oracle Symphony Credit Card Interface Cloud Service
 - Oracle Symphony Kitchen Display System Cloud Service
 - Oracle Symphony Configuration Data Interface Cloud Service
 - Oracle Symphony Education Interface Cloud Service
 - Oracle Symphony Gaming Interface Cloud Service
 - Oracle Symphony Table Management Interface Cloud Service
 - Oracle Restaurants Payment Cloud Service
 - Oracle Symphony Cloud Service, Business Intelligence Interface

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Plus Edition from which it was downloaded.

The *Oracle Symphony Point of Sale Client* is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- It must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.
- Oracle Symphony Credit Card Interface must be purchased separately.
- Only Oracle approved credit card interfaces may be used.
- Only one credit card interface is allowed per Physical Location

The *Oracle Symphony ServiceHost* and *Oracle Restaurants Client Application Loader Client* are subject to usage limits based on:

- They must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.

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

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.
- Oracle Restaurants Reporting and Analytics Interface Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition
 - *Oracle Symphony ServiceHost* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

ORACLE SIMPHONY PLUS CLOUD CONFIGURATION	24 HOURS	15 MINUTES	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Transaction Services, Plus Edition

Part #: B92457– per Transaction Services Client

B92458 – per Revenue Center

Users of Oracle Symphony Transaction Services, Plus Edition are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Plus Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Transaction Services Cloud Service, Plus Edition requires You to first purchase and maintain the Oracle Symphony Cloud Service, Plus Edition (base service).

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Symphony Configuration Data Interface must be purchased separately.

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Plus Edition from which it was downloaded.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- They must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.

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

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- Either a maximum number of Transaction Services Clients or Revenue Centers as specified in Your order
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Transaction Services Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition:
 - *Oracle* running the Check and Posting Service

Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Plus Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Guest Facing Transaction Services, Plus Edition

Part #: B92459 – Per Revenue Center

Users of Oracle Symphony Guest Facing Transaction Services, Plus Edition are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Plus Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Plus Edition
- Each Physical Location has entitlement to:
 - *Oracle Database Standard Edition 2* posted on the Oracle Software Delivery Cloud

The Oracle Symphony Guest Facing Transaction Services Cloud Service, Plus Edition requires You to purchase and maintain the Oracle Symphony Cloud Service, Plus Edition (base service) first.

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Plus Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Symphony Configuration Data Interface must be purchased separately.

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Cloud Configuration Environment, Plus Edition from which it was downloaded.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Interfaced solutions must be intended for guest use.
- They must be upgraded to the Oracle Symphony Cloud Configuration Environment, Plus Edition version within 1 week of the configuration environment upgrade.

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

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service must be purchased separately.
- Oracle Restaurants Reporting and Analytics Interface Cloud Service must be purchased separately.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Transaction Services Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

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

- The host server may have a maximum capacity of 2 sockets.
- Only the following applications use the Oracle Database Standard Edition:
 - *Oracle* running the Check and Posting Service
- Direct integrations to 3rd party systems are not permitted.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Plus Edition is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, ESSENTIALS EDITION, METERED SERVICE

METERED SERVICE	PART #	METRIC
Oracle Symphony Cloud Service, Essentials Edition	B96718	Currency Unit
Oracle Symphony Cloud Service, Essentials Edition, Revenue Center Fee	B96719	Revenue Center
Oracle Symphony Cloud Service, Essentials Edition, Transaction Fee	B96720	Processed Customer Transaction
Oracle Symphony Cloud Service, Essentials Edition, Extended Storage 14-36 months	B96721	Revenue Center

The Oracle Symphony Cloud Service, Essentials Edition, metered service is a pay as you go service. Your order contains a listing of all the Services available as of the date of the order. Users of the Oracle Symphony Cloud Service, Essentials Edition, metered service will be provisioned with at least one Revenue Center. For the purposes of metered Symphony Cloud Services, a Revenue Center is counted when the system contains one or more Processed Transactions.

Users of Oracle Symphony Cloud Service, Essentials Edition, metered service are authorized to access the following modules and features:

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Oracle Symphony Configuration Data Interface Cloud Service
-
- Oracle Symphony Credit Card Interface Cloud Service
- Oracle Symphony Transaction Services Cloud Service, Essentials Edition
- Oracle Symphony Kitchen Display Cloud Service, Essentials Edition
- Oracle Symphony Cloud Service, Business Intelligence Interface
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Reporting and Analytics Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Database Access Cloud Service
- Oracle Restaurants Labor Management Cloud Service
- Oracle Restaurants Labor Management Interface Cloud Service
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition

Each User has entitlement to:

- *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

Each Workstation has entitlement to:

- *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

- *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

- Oracle Restaurants Payment Cloud Service

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Configuration Environment, Essentials Edition from which it was downloaded.

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

- A maximum of 5 POS Clients per Physical Location

The *Oracle Symphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices.

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- Oracle Restaurants Forecasting and Budget Cloud Service is not available.
- Oracle Restaurants Inventory Management Cloud Service is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition is not available.

The Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is subject to the following limitations:

- Available Stored Value (Gift Card) features as defined in the Symphony Essentials Cloud Service Program Documentation
- Loyalty Program features are not available.
- Oracle Restaurants Segmentation and Exports are not available.

The Oracle MySQL Database is subject to the following limitations:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

The Oracle *Symphony ServiceHost* running the Check and Posting Service is subject to the following limitations:

Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Standard Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Service, Essentials Edition, metered service is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- up to 36 months of Time Cards

Extended Data Retention

The Oracle Symphony Cloud Service, Essentials Edition, Extended Storage 14-36 months enables the Oracle Restaurants Reporting and Analytics Cloud Service and the Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits, and the fee will be charged once the data is retained longer than the standard data retention period.

The extended data retention periods provided by the Oracle Symphony Cloud Service, Essentials Edition, Extended Storage 14-36 months are outlined below.

For Oracle Restaurants Reporting and Analytics Cloud Service:

- up to 24 months of Transaction Details
- up to 36 months of Fiscal Transaction Data
- up to 36 months of Daily and Fixed Period Totals
- up to 36 months of Transaction Journal Records

Activation Usage and Billing

The Oracle Symphony Cloud Service, Essentials Edition, Extended Storage 14-36 months is a pay as you go service. During the Services Period of Your order (as defined below), You may activate and use any/all such Services according to these service descriptions and You will be charged for such usage at the rate specified in Your order.

Charges for all pay as you go usage will be billed monthly in arrears with immediate payment terms. After invoicing, You will be able to access copies of Your invoices in Your Cloud Services Account.

If Oracle makes available new Oracle Symphony Cloud Service, Essentials Edition, metered service offerings within Your Cloud Services Account, You may activate and use those additional Services and You will be billed for the actual usage of such Services based on Oracle's then current price list for such Services, which can be found at <https://www.oracle.com/cloud/price-list.html>. You may place a new order at any time, and You will receive the pricing and discounts agreed to in the rate card attached to Your new order.

The development, release, and timing of any future features, functionality, or Services remain at the sole discretion of Oracle. Oracle reserves the right to invoice You more frequently if Oracle identifies unusual activity that we may suspect is fraudulent or at risk of non-payment.

Services Period

Following the initial Services Period listed in Your order, You may continue to use the Oracle Symphony Cloud Service, Essentials Edition, metered service subject to the terms of such order, these service descriptions and the Agreement. As such, for the purposes of these Services and notwithstanding anything to the contrary in the Agreement and Your order, the term “Services Period” shall include the initial Services Period listed in Your order as well as any period of continued Services use following such initial Services Period. Following the initial Services Period listed in Your order, either party may terminate the Services Period by providing written notice of no less than sixty (60) days.

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment, Essentials Edition, Metered Service	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY, ESSENTIALS EDITION

Oracle Symphony, Essentials Edition

Part #: B92673 – Per POS Client

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

- Access to standard online learning material, including guides, videos, release notes, etc.
- Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Oracle Symphony Configuration Data Interface Cloud Service
- Oracle Symphony Credit Card Interface Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition
- Oracle Symphony Transaction Services Cloud Service, Essentials Edition, restricted to enabling integration with the GloriaFood online ordering system
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony Point of Sale Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

Usage Limits

The Oracle Symphony Cloud Service, Essentials Edition is subject to usage limits based on:

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

The following add-on services are not included with this Oracle Cloud Service and must be purchased separately:

- Oracle Symphony Transaction Services Cloud Service, Essentials Edition
- Oracle Symphony Kitchen Display Cloud Service, Essentials Edition
- Oracle Restaurants Payment Cloud Service
- Oracle Symphony Cloud Service, Business Intelligence Interface

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Configuration Environment, Essentials Edition from which it was downloaded.

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

- A maximum number of POS Clients as specified in Your order.
- A maximum of 5 POS Clients per Physical Location

The *Oracle Symphony Transaction Services Client* is subject to the following usage limits:

- It may only be used for the purposes of applying credit card tenders originating from pay at the table devices.

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service is not available.
- Oracle Restaurants Inventory Management Cloud Service is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition is not available.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is subject to the following limitations:

- Available Stored Value (Gift Card) features as defined in the Symphony Essentials Cloud Service Program Documentation
- Loyalty Program features are not available.
- Oracle Restaurants Segmentation and Exports are not available.

The Oracle MySQL Database is subject to the following limitations:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

The Oracle Symphony ServiceHost running the Check and Posting Service is subject to the following limitations:

- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.

- Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Transaction Services, Essentials Edition

Part #: B92674 – Per Revenue Center

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

- Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Oracle Symphony Configuration Data Interface
- Oracle Restaurants Reporting and Analytics Advanced Cloud Service
- Oracle Restaurants Labor Management
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Each Workstation has entitlement to:
 - *Oracle Restaurants Client Application Loader Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony Transaction Services Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

The Oracle Symphony Transaction Services Cloud Service, Essentials Edition requires You to first purchase and maintain the Oracle Symphony Cloud Service, Essentials Edition (base service).

Usage Limits

The Oracle Symphony Cloud Configuration Environment, Essentials Edition to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.

The *Oracle Symphony Enterprise Management Console* is subject to usage limits based on:

- It may only connect to the Oracle Symphony Enterprise Cloud Configuration Environment, Essentials Edition from which it was downloaded.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- A maximum number of Revenue Centers as specified in Your order.
- Oracle Restaurants Forecasting and Budget Cloud Service is not available.
- Oracle Restaurants Inventory Management Cloud Service is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is not available.
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition is not available.

The Oracle Restaurants Labor Management Cloud Service is subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

The *Oracle MySQL Database* is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database:
 - *Oracle Transaction Services Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals

- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

The standard data retention allowance for the Oracle Restaurants Gift and Loyalty Service, Advanced Edition is as follows:

- 3 months of Stored Value Card Transaction Details

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%
Oracle Restaurants Gift and Loyalty, Advanced Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this Cloud Service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:

- Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
- Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Kitchen Display, Essentials Edition

Part #: B92681 – Per Kitchen Display Client

Users of Oracle Symphony Kitchen Display Cloud Service, Essentials Edition are authorized to access the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Each Kitchen Display Client has entitlement to:
 - *Oracle Symphony Kitchen Display System Client* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
- Each Physical Location has entitlement to:
 - *Oracle Symphony Kitchen Display System Controller Service* downloaded from the Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle Symphony ServiceHost* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition
 - *Oracle MySQL Database* downloaded from the Oracle Symphony Cloud Configuration Environment, Essentials Edition

The Oracle Symphony Kitchen Display Cloud Service, Essentials Edition requires You to first purchase and maintain the Oracle Symphony Cloud Service, Essentials Edition (base service).

Usage Limits

The *Oracle Symphony Kitchen Display System Client* and *Oracle Restaurants Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order.
- It may only connect to the Oracle Symphony Cloud Configuration Environment, Essentials Edition from which it was downloaded.

The *Oracle Symphony ServiceHost* and *Oracle Symphony Kitchen Display Controller Service* are subject to usage limits based on:

- They may only connect to the Oracle Symphony Cloud Configuration Environment, Essentials Edition from which it was downloaded.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
 - *Oracle Symphony Kitchen Display System Controller*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

The Oracle Linux for MICROS updates and upgrades are subject to the following limitations:

- The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.

Data Retention

The standard data retention allowance for the Oracle Symphony Cloud Configuration Environment, Essentials Edition is as follows:

- 2 months of configuration Audit Trail records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration Environment, Essentials Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY ENTERPRISE AND PLUS ADD-ONS

Oracle Symphony Cloud Service, for Android

Part #: B96198 – per POS Client

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

- Oracle Symphony Cloud Configuration Environment, Android Client
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Oracle Symphony Guest Facing Transaction Services Cloud Service, Android Client, restricted to enabling integration with the GloriaFood online ordering system

Each Workstation has entitlement to:

- Oracle Restaurants Client Application Loader Client downloaded from the Oracle Symphony Cloud Configuration Environment
- Oracle Symphony Point of Sale Client downloaded from the Oracle Symphony Cloud Configuration Environment
- Oracle Symphony ServiceHost downloaded from the Oracle Symphony Cloud Configuration Environment
- Oracle MySQL Database downloaded from the Oracle Symphony Cloud Configuration Environment

Each Physical Location has entitlement to:

- Oracle Database Standard Edition 2 posted on the Oracle Software Delivery Cloud

The Oracle Symphony Cloud Service, for Android requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Symphony Cloud Service, Essentials Edition

Usage Limits

This Oracle Cloud Service is subject to the usage limits in the service description for the applicable base Cloud Service and to the following:

- A maximum number of POS Clients as specified in Your order.
- This Oracle Cloud Service is only for use on Android devices.

Data Retention

The standard data retention allowance for the Oracle Symphony cloud configuration environment is as follows:

- 2 months of configuration Audit Trail records
- 2 GB of Engagement content storage

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Advanced Cloud Service is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals

- 13 months of Transaction Journal Records

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Plus Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Software entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Credit Card Interface

Part #: B92460 – per POS Client

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

- Oracle Symphony cloud configuration environment
- Oracle Symphony Credit Card Interface
- Oracle Symphony Guest Facing Transaction Services
 - Each POS Client has entitlement to:
 - *Oracle Symphony Credit Card Interface* downloaded from the Symphony configuration environment
 - *Oracle Symphony Transaction Services Client* downloaded from the Symphony configuration environment

The Oracle Symphony Credit Card Interface requires You to first purchase and maintain either Oracle Symphony Cloud Service, Enterprise Edition (base service) or Oracle Symphony Cloud Service, Plus Edition (base service).

The number of Oracle Symphony Credit Card Interface Cloud Services must equal the number of POS Clients within the Physical Location.

Usage Limits

The *Oracle Symphony Credit Card Interface* is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order.
- Only Oracle approved credit card interfaces may be used.

The *Oracle Symphony Transaction Services Client*, *Oracle Restaurants Client Application Loader Client*, and *Oracle Symphony ServiceHost* are subject to usage limits based on:

- A maximum number of POS Clients as specified in Your order.
- They may only be used to apply payments processed by third party systems (for example, pay at the table)
- They must be the same version as the Oracle Symphony Credit Card Interface

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
 - *Oracle Transaction Services Client*
 - *Oracle Symphony ServiceHost*
- Direct integrations to 3rd party systems are not permitted.

Oracle Cloud Policies and Pillar Documentation

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

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Kitchen Display Services

Part #: B92461 – per Kitchen Display Client

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

- The Oracle Symphony configuration environment
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Each Kitchen Display Client has entitlement to:
 - *Oracle Symphony Kitchen Display System Client* downloaded from the Oracle Symphony configuration environment
 - *Oracle Linux for MICROS* updates and upgrades downloaded from the Oracle Symphony configuration environment
 - *Oracle Symphony QSR Automations Interface* downloaded from the Oracle Symphony configuration environment
- Each Physical Location has entitlement to:
 - *Oracle Symphony Kitchen Display System Controller Service* downloaded from the Symphony configuration environment
 - *Oracle Symphony ServiceHost* downloaded from the Symphony configuration environment
 - *Oracle MySQL Database* downloaded from the Symphony configuration environment

The Oracle Symphony Kitchen Display Services Cloud Service requires You to first purchase and maintain either Oracle Symphony Cloud Service, Enterprise Edition (base service) or Oracle Symphony Cloud Service, Plus Edition (base service).

Usage Limits

The *Oracle Symphony Kitchen Display System Client* and *Oracle Restaurants Client Application Loader Client* are subject to usage limits based on:

- A maximum number of Kitchen Display Clients as specified in Your order.
- It must be the same version as the *Oracle Symphony POS* or *Oracle Symphony Transaction Services* clients in the Physical Location
- It may only connect to the Oracle Symphony configuration environment from which it was downloaded.

The *Oracle Symphony ServiceHost* and *Oracle Symphony Kitchen Display Controller Service* are subject to usage limits based on:

- They must be on the same version as the *Oracle Symphony POS* or *Oracle Symphony Transaction Services* clients in the Physical Location
- They may only connect to the Oracle Symphony configuration environment from which it was downloaded.

The Oracle MySQL Database is subject to the following limitation:

- Only the following applications may use the Oracle MySQL Database
- Oracle Kitchen Display System Controller
- Oracle Symphony ServiceHost
- Direct integrations to 3rd party systems are not permitted.

Data Retention

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

- 3 months of Transaction Details

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Configuration	24 hours	15 minutes	99.5%
Oracle Restaurants Reporting and Analytics Advanced	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to Oracle Programs entitled through this cloud service.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.

- Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Configuration Data Interface Cloud Service

Part #: B92462 – per Physical Location

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

- Oracle Symphony Configuration Data Interface Cloud Service

The Oracle Symphony Configuration Data Interface Cloud Service requires You to first purchase and maintain either Oracle Symphony Cloud Service, Enterprise Edition (base service) or Oracle Symphony Cloud Service, Plus Edition (base service).

Usage Limits

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

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Configuration Data Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE RESTAURANTS ENTERPRISE BACK OFFICE

Oracle Restaurants Reporting and Analytics, Advanced Edition

Part #: B92464 – Per POS Client

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

- Oracle Restaurants Reporting and Analytics Advanced Cloud Service
- Each User has entitlement to:
 - *iQuery Addin* for Microsoft Excel downloaded from Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Each Physical Location has entitlement to:
 - *Remote Transfer Agent (RTA)* downloaded from Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order.
- The following services are not included with this Oracle Cloud Service and must be purchased separately:
 - Oracle Restaurants Forecasting and Budget Cloud Service
 - Oracle Restaurants Labor Management Cloud Service
 - Oracle Restaurants Inventory Management Cloud Service
 - Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition
 - Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Reporting and Analytics, Advanced Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Reporting and Analytics, Standard Edition

Part #: B92463 – Per Physical Location

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

- Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition
- Each User has entitlement to:
 - *iQuery Add-in* downloaded from Oracle Restaurants Reporting and Analytics, Standard Edition
- Each Physical Location has entitlement to:
 - *Remote Transfer Agent (RTA)* downloaded from Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition

Usage Limits

The Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition is subject to usage limits based on:

- a maximum number of Physical Locations specified in Your order.
- a maximum of 9 POS Clients per Physical location
- Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition must be purchased separately.

Data Retention

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Reporting and Analytics, Standard Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Symphony Cloud Service, Business Intelligence Interface

Part #: B93159 – Per Physical Location

Users of Oracle Symphony Cloud Service, Business Intelligence Interface (known as “BIAPI”) are authorized to access the following modules and features:

- Oracle Symphony Cloud Service, Business Intelligence Interface

The Oracle Symphony Cloud Service, Business Intelligence Interface requires You to first purchase and maintain one of the following:

- Oracle Symphony Cloud Service, Enterprise Edition (base service)
- Oracle Symphony Cloud Service, Pus Edition (base service)
- Oracle Symphony Cloud Service, Essentials Edition (base service)
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition

Data Retention

The standard data retention allowance for the Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition is as follows:

- 3 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 13 months of Daily & Fixed Period Totals
- 13 months of Transaction Journal Records

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Cloud Service, Business Intelligence Interface	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

The Target Service Availability Level does not apply to any Oracle Programs entitled through this cloud service.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI

Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Forecasting and Budget

Part #: B92466 – per POS Client

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

- Oracle Restaurants Reporting and Analytics Advanced – Forecasting Module
- Oracle Restaurants Reporting and Analytics Advanced – Budget Module

The Oracle Restaurants Forecasting and Budget Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service, Single-Tenant Edition
- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle Restaurants Forecasting and Budget Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Forecasting and Budget	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI

Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Labor Management

Part #: B92468 – per POS Client

Users of Oracle Restaurants Labor Management are authorized to access the following modules and features:

- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition
- Oracle Restaurants Labor Management Cloud Service
- Each Physical Location has entitlement to:
 - *Timeclock Application (TCA)* downloaded from Oracle Restaurants Labor Management

The Oracle Restaurants Labor Management Cloud Service requires You to first purchase and maintain the Oracle Restaurants Reporting and Analytics Advanced Cloud Service (base service).

Usage Limits

Oracle Restaurants Labor Management is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Labor Management Interface Cloud Service must be purchased separately.

Data Retention

The standard data retention allowance for the Oracle Restaurants Labor Management Cloud Service is as follows:

- 13 months of Time Cards

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Labor Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Labor Management Interface

Part # B92469 – per Physical Location

Users of Oracle Restaurants Labor Management Interface have access to the following modules and features:

- Oracle Restaurants Labor Management – Employee Interface
- Oracle Restaurants Labor Management – Scheduling Interface

The Oracle Restaurants Labor Management Interface Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service, Single-Tenant Edition
- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Symphony Cloud Service, Essentials Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle Restaurants Labor Management Interface is subject to usage limits based on:

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

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Labor Management Interface Cloud Service	24 Hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Inventory Management

Part #: B92467 – per POS Client

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

- Oracle Restaurants Inventory Management Cloud Service
- Each User has entitlement to:
 - *Oracle Restaurants Inventory Management Client Application* downloaded from the Oracle Software Delivery Cloud

The Oracle Restaurants Inventory Management Cloud Service requires You to first purchase and maintain the Oracle Restaurants Reporting and Analytics Advanced Cloud Service (base service).

Usage Limits

Oracle Restaurants Inventory Management is subject to usage limits based on:

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

Data Retention

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

- 3 months of Inventory Transaction Details
- 13 months of Inventory Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Inventory Management	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Restaurants Gift and Loyalty, Advanced Edition

Part #: B92471 – per POS Client

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

- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition

The Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Restaurants Reporting and Analytics Cloud Service, Advanced Edition

Usage Limits

The Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition is subject to usage limits based on:

- a maximum number of POS Clients as specified in Your order.
- Oracle Restaurants Segmentation and Exports Cloud Service must be purchased separately.

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Gift and Loyalty, Advanced Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI

Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Gift and Loyalty, Standard Edition

Part #: B92470 – per Physical Location

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

- Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition

The Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition requires You to first purchase and maintain either the Oracle Restaurants Reporting and Analytics Cloud Service, Standard Edition (base service) or Oracle Symphony Cloud Service, Plus Edition (base service).

Usage Limits

The Oracle Restaurants Gift and Loyalty Cloud Service, Standard Edition is subject to usage limits based on:

- a maximum number of Physical Locations as specified in Your order, and
- a maximum of 9 POS Clients per Physical location.
- a maximum of one basic gift program
- a maximum of one basic loyalty program
- No advanced gift programs
- No advanced loyalty programs
- Oracle Restaurants Segmentation and Exports Cloud Service is not available.

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Gift and Loyalty, Standard Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Gift and Loyalty, Sports and Entertainment Edition

Part #: B92472 – per POS Client

Users of Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition are authorized to access the following modules and features:

- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition

Usage Limits

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

- a maximum number of POS Clients as specified in Your order.
- Sports and Entertainment Market
- Oracle Restaurants Segmentation and Exports Cloud Service must be purchased separately.

Data Retention

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

- 3 months of Gift and Loyalty Transaction Details
- 13 months of Gift and Loyalty Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Gift and Loyalty, Sports and Entertainment Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Segmentation and Exports

Part #: B92473 – per POS Client

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

- Gift and Loyalty Market Segmentation and Exports Module

The Oracle Restaurants Segmentation and Exports Cloud Service requires You to first purchase and maintain one of the following base services:

- Oracle Restaurants Gift and Loyalty Cloud Service, Advanced Edition
- Oracle Restaurants Gift and Loyalty Cloud Service, Sports and Entertainment Edition

Usage Limits

The Oracle Restaurants Market Segmentation Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Segmentation and Exports	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE RESTAURANTS ADDITIONAL STORAGE

Oracle Restaurants Additional Transaction Storage, to total 2 years

Part #: B92569 – Per Physical Location

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 2 years enables the Oracle Restaurants Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 13 months of Transaction Details
- 13 months of Fiscal Transaction Data
- 24 months of Daily and Fixed Period Totals

This cloud service extends the Oracle Symphony Inventory Cloud Service, Standard Edition data retention allowance as follows:

- 24 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Inventory Management Cloud Service data retention allowance as follows:

- 13 months of Inventory Transaction Details
- 24 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Gift and Loyalty Cloud Service data retention allowance as follows:

- 13 months of Gift and Loyalty Details
- 24 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle Restaurants Additional Transaction Storage, to total 2 years requires You to first purchase and maintain one of the following cloud services:

- Oracle Symphony Cloud Service (base service)
- Oracle Restaurants Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 2 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Transaction Storage, to total 3 years

Part #: B92570 – Per Physical Location

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 3 years enables the Oracle Restaurants Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 24 months of Transaction Details
- 24 months of Fiscal Transaction Data
- 36 months of Daily & Fixed Period Totals

This cloud service extends the Oracle Symphony Inventory Cloud Service, Standard Edition data retention allowance as follows:

- 24 months of Inventory Transaction Details
- 36 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Inventory Management Cloud Service data retention allowance as follows:

- 24 months of Inventory Transaction Details
- 36 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Gift and Loyalty Cloud Service data retention allowance as follows:

- 24 months of Gift and Loyalty Details
- 36 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle Restaurants Additional Transaction Storage, to total 3 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service (base service)
- Oracle Restaurants Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 3 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Transaction Storage, to total 4 years

Part #: B92571 – Per Physical Location

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 4 years enables the Oracle Restaurants Reporting and Analytics Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 36 months of Transaction Details
- 36 months of Fiscal Transaction Data
- 48 months of Daily & Fixed Period Totals

This cloud service extends the Oracle Symphony Inventory Cloud Service, Standard Edition data retention allowance as follows:

- 36 months of Inventory Transaction Details
- 48 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Inventory Management Cloud Service data retention allowance as follows:

- 36 months of Inventory Transaction Details
- 48 months of Inventory Daily and Fixed Period Totals

This cloud service extends the Oracle Restaurants Gift and Loyalty Cloud Service data retention allowance as follows:

- 36 months of Gift and Loyalty Details
- 48 months of Gift and Loyalty Daily and Fixed Period Totals

The Oracle Restaurants Additional Transaction Storage, to total 4 years requires You to purchase and maintain one of the following cloud services first:

- Oracle Symphony Cloud Service (base service)
- Oracle Restaurants Reporting and Analytics Cloud Service (base service)

Usage Limits

The Oracle Restaurants Additional Transaction Storage Cloud Service, to total 4 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Transaction Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Journal Storage, to total 2 years

Part #: B92572 – Per Physical Location

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 2 years enables the Oracle Restaurants Reporting and Analytics Cloud Service and Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 24 months of Transaction Journal Records
- 24 months of Fiscal Transaction Data

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- 24 months of Time Cards

The Oracle Restaurants Additional Journal Storage, to total 2 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service

Usage Limits

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 2 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Journal Storage, to total 3 years

Part #: B92573 – Per Physical Location

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 3 years enables the Oracle Restaurants Reporting and Analytics Cloud Service and Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 36 months of Transaction Journal Records
- 36 months of Fiscal Transaction Data

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- 36 months of Time Cards

The Oracle Restaurants Additional Journal Storage, to total 3 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service

Usage Limits

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 3 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Journal Storage, to total 4 years

Part #: B92574 – Per Physical Location

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 4 years enables the Oracle Restaurants Reporting and Analytics Cloud Service and Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 48 months of Transaction Journal Records
- 48 months of Fiscal Transaction Data

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- 48 months of Time Cards

The Oracle Restaurants Additional Journal Storage, to total 4 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service

Usage Limits

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 4 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Journal Storage, to total 7 years

Part #: B92575 – Per Physical Location

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 7 years enables the Oracle Restaurants Reporting and Analytics Cloud Service and Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 84 months of Transaction Journal Records
- 84 months of Fiscal Transaction Data

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- 84 months of Time Cards

The Oracle Restaurants Additional Journal Storage, to total 7 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service

Usage Limits

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 7 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Restaurants Additional Journal Storage, to total 10 years

Part #: B92576 – Per Physical Location

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 10 years enables the Oracle Restaurants Reporting and Analytics Cloud Service and Oracle Restaurants Labor Management Cloud Service to store more data than the standard data retention allowance permits.

This cloud service extends the Oracle Restaurants Reporting and Analytics Cloud Service data retention allowance as follows:

- 120 months of Transaction Journal Records
- 120 months of Fiscal Transaction Data

This cloud service extends the Oracle Restaurants Labor Management Cloud Service data retention allowance as follows:

- 120 months of Time Cards

The Oracle Restaurants Additional Journal Storage, to total 10 years requires You to first purchase and maintain one of the following base services:

- Oracle Symphony Cloud Service
- Oracle Restaurants Reporting and Analytics Cloud Service

Usage Limits

The Oracle Restaurants Additional Journal Storage Cloud Service, to total 10 years is subject to usage limits based on:

- A maximum number of Physical Locations as specified in Your order.
- All Physical Locations within an Organization must have the same level of Additional Journal Storage

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

ORACLE SIMPHONY PARTNER INTERFACES

Oracle Symphony Education Interface Cloud Service

Part # B92264 – Per Physical Location

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

- Oracle Symphony Education Interface Cloud Service

Usage Limits

The Oracle Symphony Education Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

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

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Education Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Symphony Gaming Interface Cloud Service

Part # B92265 – Per Physical Location

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

- Oracle Symphony Gaming Interface Cloud Service

Usage Limits

The Oracle Symphony Gaming Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Gaming Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Symphony Table Management Interface Cloud Service

Part # B92266 – Per Physical Location

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

- Oracle Symphony Table Management Interface Cloud Service

Usage Limits

The Oracle Symphony Table Management Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Table Management Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Restaurants Reporting and Analytics Interface Cloud Service

Part # B92267 – Per Physical Location

Users of Oracle Restaurants Reporting and Analytics Interface Cloud Service have access to the following modules and features:

- Oracle Restaurants Reporting and Analytics Interface Cloud Service

Usage Limits

The Oracle Restaurants Reporting & Analytics Interface Cloud Service is subject to usage limits based on:

- A maximum of 99 imports per day per Physical Location
- A maximum 5 MB file size limit per import file
- A maximum of 99 exports per day per Physical Location

For interface development purposes only, this Oracle Cloud Service is subject to usage limits based on:

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

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Restaurants Reporting & Analytics Interface Cloud Service	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTP and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE SIMPHONY, NON-PRODUCTION ENVIRONMENTS

Oracle Symphony, Essentials Edition, Non-Production Environment (For OPN Partners Only)

Part #: B92949 - per Instance

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

All Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environments (For OPN Partners Only) are subject to the following contracting restrictions:

- A minimum Service period of 12 months
- A maximum total of three (3) Instances

You are required to be an active Oracle Partner Network member to use this Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only).

The Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) will be upgraded at a date and time communicated by Oracle.

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

- Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment
- Oracle Symphony Configuration Data Interface
- Oracle Restaurants Reporting and Analytics Advanced Cloud Service
- Oracle Restaurants Labor Management Cloud Service
- Oracle Restaurants Labor Management – Employee Interface
- Oracle Restaurants Labor Management – Scheduling Interface
- All Oracle Symphony Point of Sale, Essentials Edition modules, features, and interfaces
- Each User has entitlement to:
 - *Oracle Symphony Enterprise Management Console* downloaded from the Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment
- Each Workstation has entitlement to the following software, downloaded from the Oracle Symphony Cloud Service, Essentials Edition, Non-Production Environment (For OPN Partners Only) Cloud Configuration Environment:
 - *Oracle Restaurants Client Application Loader Client*
 - *Oracle Symphony Point of Sale Client*
 - *Oracle Symphony Kitchen Display Client*
 - *Oracle Symphony Service Host*
 - *Oracle MySQL Database*
 - *Oracle Linux for MICROS* updates and upgrades

Usage Limits

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

- A maximum number of Instances as specified in Your order.
- A maximum of 5 Point of Sale Clients, 5 Kitchen Display Clients, 5 Locations, and 5 Transaction Services Clients per Instance

- You may upload up to 2 GB of content that may be displayed on as many Point of Sale Client pages as You would like.
- This Oracle Cloud Service may not store, transmit, or process any payment card data subject to PCI-DSS.
- Only Oracle approved credit card interfaces are allowed.

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

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

The *Oracle Linux for MICROS* updates and upgrades are subject to the following limitations:

- *The updates and upgrades may only be applied to Oracle MICROS hardware running Oracle Linux for MICROS.*

Data Retention

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

- 5 weeks of Transaction Details
- 5 week of Daily & Fixed period Totals
- 5 weeks of Fiscal Transaction Data
- 5 weeks of Transaction Journal Records

Third Party Services

You acknowledge that to provide the cloud service pursuant to and in accordance with your order, the following:

- This Cloud Service contains features that rely upon the availability of Third Party Services:
 - Third Party Service dependent functionality requires the Third Party Service to maintain their functionality and permits Oracle to consume the Service.
 - Oracle is not responsible for functionality loss or service degradation arising from Third Party Service changes and availability issues.
- Oracle is not responsible for Your Content transmitted to Third Party Services through this Cloud Service.
- Images uploaded into this Cloud Service are made available to the general public.

Oracle Cloud Policies and Pillar Documentation

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

PCI Compliance

The following service-specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications, and orders. The Oracle Payment Card Industry Compliance Services (PCI Compliance Services) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (<http://support.oracle.com>). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

RETIRED SKUS

Oracle Restaurants Inventory Cloud Service, Standard Edition

Part#: B96581 – per Physical Location

Users of Oracle Symphony Inventory Cloud Service, Standard Edition are authorized to access the following modules and features:

- Oracle Symphony Inventory Cloud Service, Standard Edition

The Oracle Symphony Inventory Cloud Service, Standard Edition requires You to purchase and maintain one of the following base services.

- Oracle Symphony Cloud Service, Single Tenant Edition
- Oracle Symphony Cloud Service, Enterprise Edition
- Oracle Symphony Cloud Service, Plus Edition
- Oracle Symphony Cloud Service, Essentials Edition

Usage Limits

Oracle Symphony Inventory Cloud Service, Standard Edition is subject to usage limits based on:

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

Data Retention

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

- 13 months of Inventory Transaction Details
- 13 months of Inventory Daily and Fixed Period Totals

Disaster Recovery and Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony Inventory Cloud Service, Standard Edition	24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The RTO and RPO do not apply to customizations, Third Party Services or third party software.

The Target Service Availability Level does not apply if related to a downtime event of Third Party Services and does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during planned downtime.

Oracle Cloud Policies and Pillar Documentation

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