ORACLE

Oracle Fusion Service Descriptions

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Effective Date: 11-December-2025

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GLOSSARY AND METRICS

$1,000 Revenue is defined, for the purposes of Oracle Commerce Cloud Service, as 1,000 U.S. dollars (or 1,000 units of the local currency stated in the order) of goods and services successfully purchased using the site's shopping cart, valued at the actual purchase price and excluding the value of separately identified shipping and sales tax charges. Site revenue is unaffected by downstream returns or cancellations except those that are communicated back to the Cloud Service in the same month in which the original sale occurred.

$M in Revenue is defined, for the purposes of Oracle Maps Cloud Service, as 1,000,000 U.S. dollars (or the equivalent amount in local currency stated in the order) in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

1 Gigabyte Storage Capacity Per Year is defined, for the purposes of Commerce Cloud Service, as a one-year entitlement to an additional one Gigabyte (one billion bytes) of storage available for use by a single instance of the Commerce Cloud Service across all environments (production and non-production).

1 Million Messages is defined as the number of 1,000,000 message quantities per month used as part of the Oracle Cloud Service. A message is defined as up to 50 Kb of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50 Kb in size must be counted as multiple messages, with each 50 Kb or portion thereof counting as equivalent to one message (e.g., 210 Kb would be counted as five messages). Each named user for the process automation and/or the Visual Apps features is equal to 5,000 messages.

100 Appointments is defined as 100 individual activities (e.g., work order, office visit, time used to assist another resource, lunch break, etc.) scheduled within the applicable service that Your resource (e.g., mobile employee) performs at a specific location.

1 Order is defined, for the purposes of Commerce Cloud Service, as an instruction initiated in Commerce Cloud Service to process, deliver, or otherwise fulfill a request for any good or service. Commerce Cloud Orders are unaffected by downstream cancelations and returns.

100 Daily Visitor Sessions is defined as 100 Daily Visitor Sessions per month during the Service Period. A Daily Visitor Session is a unique individual who accesses the service during a 24-hour period using a specific channel (e.g., web site, mobile application) and is identified through the use of cookie, device ID, IP, or session ID. Access across multiple channels counts for multiple Visitor Sessions.

100K Subscribers is defined as 100,000 individuals who are authorized by You to use one or more of Your licensed services with which the Oracle Fusion Customer Experience for Communications services listed herein (the "CX4C Cloud Services") are used. For example, an individual subscriber may be tracked as a customer record/account in Your licensed service or other related subscriber databases such as a customer master, ordering system, etc. An individual subscriber is counted once, regardless of the number of licensed services used. For CX4C Cloud Services, an individual subscriber is defined as an individual that purchases one or more licensed services from the service provider that utilizes launch, buying, or care capabilities of the applicable service.

1,000 API Requests is defined as 1,000 API Requests where one API request originates outside of the Oracle Loyalty Cloud Service offerings. The request can originate from both Oracle and non-Oracle systems such as customer reservation system, customer website, customer ecommerce system, customer retail POS store, Oracle Cloud Marketing, etc.

1,000 in ARR is defined, for the purposes of Oracle Subscription Management Cloud Service, as one thousand U.S. dollars (or the equivalent amount in local currency stated in the order) of the total subscriptions ARR in a given period processed by Oracle Subscription Management Cloud Service.

1,000 Interactions is defined as 1,000 interactions in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, or action across all channels with which a brand interacts with its customers. For the purposes of this metric,

- Web visit = one interaction
- Five emails = one interaction
- Five SMS/chatbot = one interaction

An interaction may include multiple offers, recommendations, or actions. Web interactions expire after 30 minutes of inactivity and thereafter count as a new interaction. In case of other channels such as email, SMS, etc., an Interaction is a communication sent to a uniquely identified destination.

For the purposes of Intelligent Advisor, 1,000 Interactions means 1,000 advice interactions with Intelligent Advisor in a 12-month period. For the purposes of this metric,

- One Intelligent Advisor interview session by a single user = one advice interaction
- 20 Intelligent Advisor Determinations API assessments = one advice interaction

For Intelligent Advisor interview sessions:

- An interview session is conducted by a single user over any continuous duration. After a period of inactivity, interview sessions end automatically, and upon resumption will be treated as an additional interview session.
- Interview sessions, conducted by a logged in Fusion Sales and Service agent user, are considered non-metered usage, and do not count as an advice interaction for the purposes of this metric.

One Intelligent Advisor Determinations API assessment corresponds to the following:

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

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

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

1,000 Offer Visits is defined as 1,000 visits in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, or action across all channels with which a brand interacts with its customers.

1,000 Page Views is defined as 1,000 requests to load a URL by an end user's web browser. For the purposes of this metric, a new Page View is deemed to have occurred in each of the following cases:

- The first URL request of an end-user web session.
- When multiple URL requests occur within a single end user's web session, every URL request which is different from the URL request immediately preceding it.
- Each URL request resulting from a forced page reload by the end user's web browser.

1,000 Pooled Sessions is defined as 1,000 Sessions per Service Period. Oracle will sum the sessions each calendar month and decrement that amount from the total session pool.

For purposes of Digital Customer Service (DCS), a Session is a unique individual who accesses the service during a defined period using a specific channel (e.g., web site, mobile application) and is identified through the use of cookie, device ID, IP, or session ID. Access across multiple channels counts for multiple sessions. The defined period is not to exceed 24 hours.

For purposes of Commerce for CPQ, a Session is a unique individual who accesses the service during a defined period using a specific channel (e.g., web site, mobile application) and is identified through the use of cookie, device ID, IP, or session ID. Access across multiple channels counts for multiple sessions. The defined period is not to exceed 30 minutes.

For purposes of Customer Data Platform (CDP), a Session is a collection of events sent to Oracle from a customer's environment (e.g., web site, mobile application, and other digital properties). A session does not exceed 30 minutes of inactivity, 120 minutes of activity, or 500 events, whichever occurs first. Oracle associates all of the events collected within a single session that can be attributed to the same user or device across channels.

1,000 Profiles: is the number of entities, (e.g., end-customers, accounts, contacts, prospects, etc.), that result from profile unification. Multiple sources of data (e.g., CRM, marketing, sales, support, service, etc.) can be imported into Fusion Customer Data Platform and profiles are unified from these multiple sources of data based on configurable deduplication and promotion rules.

1,000 Requests is defined, for the purposes of Commerce Cloud Service, as 1,000 API requests, originating outside of the set Oracle Commerce Cloud Service offerings, to Oracle Commerce External API Access Cloud Service REST endpoints classified in the Oracle Commerce Cloud Service Product Documentation as Storefront, Agent, or Server Side Extensions. A non-exhaustive list of examples of requests considered to originate outside of Oracle Commerce Cloud Service offerings includes requests from any website not hosted

in Commerce Cloud Service, any mobile application, any fulfillment system or order management system (including those offered by Oracle), and Oracle Integration Cloud. Requests originating from inside Commerce Cloud Service include those that originate in the Storefront UI application, Agent UI application, Admin UI application, and Commerce Cloud Server Side Extension code.

1,000 Sessions is defined as 1,000 Sessions where Session is defined as a unique individual who accesses the Oracle Digital Assistant (ODA) through a specific channel (such as Slack, web client, Microsoft Teams, etc.) and can have as many interactions with the ODA through that channel until the user has closed the chat client or after the session has timed out (maximum value equals 24 hours).

1,000 Subscriptions is defined as 1,000 subscription lines where each is an individual, billable service, or managed asset with recurring billing processed by Oracle Subscription Management Cloud Service.

10,000 Contacts is defined as 10,000 unique records in the contact table, consisting of the identity of a lead, prospect, customer, or person to whom you are directing marketing activities.

10,000 Hosted Customer Records Per Month is defined as 10,000 unique Customer Records accessed using the program during a calendar month, including contact records and unconverted lead records (i.e., prospects).

Customer Records include all records accessed through campaigns (e.g., static, workflow, and adaptive), microsites, web forms, lead scoring, web tracking, import, and response processing, as well as contact or prospect records that are stored in the system temporarily during the subscription term (e.g., for rented prospect data). Customer Records do not include shared references that may be essential for data management purposes and excludes anonymous website visitors.

Accounts with no associated contacts but are communicated to using the program are calculated as one contact per account.

10,000 Pooled Order Lines is defined as order line items processed by the Cloud Service during the service period. The Pooled Order Lines are pooled for the Services Period stated on the Order Document. Order Line consumption may vary each month. If the order line count as specified in your contract is depleted, more must be purchased before the Services Period End Date.

10,000 Requests Per Month is defined as maximum of 10,000 requests per month. A Request is defined as an API call from a mobile application or one round-trip interaction (i.e., a request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service.

50 Gigabytes is defined as 50 Gigabytes of additional computer storage space used by a storage filer equal to fifty billion bytes through the Cloud Service. For products such as Oracle Planning and Budgeting Cloud Service that include two environments per Subscription ID, 50 Gigabytes provides entitlement to an additional 50 Gigabytes of storage per environment (production and non-production).

50M Revenue Under Management (RUM), or Hosted 50M RUM is defined as 50,000,000 U.S. dollars of all income (interest income and non-interest income), before adjustments for expenses and taxes, generated in the preceding 12 months by Your businesses that use the CX4C Cloud Services.

500 Hosted Trading Partners is defined as up to 500 unique trading partner relationship records (active or inactive) for an individual customer that allow for electronic message transmission between the parties.

50,000 Messages is defined as a block of 50,000 email messages to be sent to marketing contacts (including contacts, customers, prospects, or employees) from the Oracle Fusion Marketing system. Unused or partially used email blocks expire at the end of the Service Period and do not rollover, and are not otherwise applied, to a new term.

1 Billion Pooled Tokens: is defined as a pool of 1 Billion AI tokens. Each month Your available pool of AI Tokens is reduced by the number of input tokens sent plus output tokens generated by the LLM, beyond any base level of AI tokens that may be included with Your Oracle Cloud Services or subscriptions.

Activity Pooled Capacity is defined as the maximum of one Activity in Oracle Field Service Cloud per Service Period. If at any time use of the Oracle Field Service Cloud exceeds the purchased quantity of Pooled Activities, then You are out of compliance and You must pay Oracle for back-compliance charges for the overage and purchase additional Pooled Activities to accommodate Your increased usage.

Activity Pooled Capacity is defined as the maximum of one Activity in Oracle Field Service Cloud per Service Period. You can consume as many Pooled Activities as you need for each service month, but You need to buy more Activities to fill your pool if You run out of capacity before the Services Period end date.

An Activity (e.g., work order, office visit, lunch break, warehouse visit, etc.) is scheduled on a contingent worker's route within Oracle Field Service Cloud. An Activity may have a defined status (e.g., pending, started, completed, not done, suspended, cancelled, etc.) and may have a defined start and end time. If an Activity requires several activities (e.g., there is pre-work before the actual work begins, work is performed in several places, work is performed over multiple days/segments, work is suspended and returned to at a future time, etc.), each such activity is unique and considered to be a separate Activity in Oracle Field Service Cloud with a unique AID (appointment ID).

For the purposes of Oracle Field Service Cloud, an Activity is determined by each unique AID assigned to a contingent workers route where the users User Classification is "contingent." At the end of each month, Oracle will look at the previous month's activity count and decrement that amount from the total Pooled Activities count.

Additional Storefront is defined as an added set of Commerce Cloud Service environments including a production environment, a staging environment, and a development environment. These environments enable a shopper-facing website, a domain name, and a dedicated administration interface permitting independent content administration of the website.

AI Agent: An AI Agent is a software entity that can be assigned a task, examine its environments, take actions as prescribed by its roles, and adjust based on its experiences.

AI Agent per Authorized User: is defined as one (1) Authorized User that accesses one (1) Custom AI Agent. An Authorized User is an individual authorized by You to access a Custom AI Agent, regardless of whether the individual is actively accessing the agent at any given time.

AI Agent per Employee: is defined as one (1) Employee that accesses one (1) Custom AI Agent. Your active Employees are measured against the definition of the Hosted Employee pricing metric, as reported against other Products with the Hosted Employee pricing metric.

AI Token: An AI token is a unit of content input or output (referred to as "**Input Tokens**" and "**Output Tokens**", respectively) as counted by an LLM that is used as part of Your Oracle Cloud Services. A single token can be a unit of data processed by an AI system (e.g., an LLM), such as a word, partial word, or partial image, depending on how the AI system processes the data.

AI Token Pool: The AI Token Pool is the sum of the total number of tokens from Your subscription of the base Oracle Fusion Service plus the number of tokens allocated for each Fusion Custom AI Agent Service to which You have subscribed to, (e.g. Custom AI Agent for Fusion ERP, SCM or HCM).   Together, these AI Tokens make up Your combined pool.   You may purchase additional tokens to add to Your AI Token Pool by purchasing SKU B111575, Oracle Fusion AI Agents Additional Tokens Cloud Service.

Billable Service Customer is defined as the total number of Your and Your Affiliates' individual utilities services that are billable to each of Your and Your Affiliates' customers. If You will bill multiple utility services to one customer, each service will count as a single Billable Service. If a customer will be billed for utility services at multiple locations (e.g., a chain store, an apartment building, or a municipality), each utility service for each such location shall count as a single Billable Service.

Examples of utilities customer Billable Service types include, but are not limited to, electric, gas, water, and waste water.

Business Network Administrator is a Hosted Named User that You authorize to access, use, and configure the Intelligent Track and Trace service.   Business Network Administrators may include You and Endorsing Trading Partners, but will not include any Participating Trading Partners.

Companies means Hosted Records that contain information provided by D&B about businesses, such as business name, D&B numbers, industry classification, address, etc.

Compensated Participant is defined as an active participant whose compensation or compensation calculations may be generated by the programs (even if zero dollars or non-monetary). Compensated Participants includes, but are not limited to, Your employees, contractors, partners, retirees, and any other person or other entity (i.e., company).

Contacts means Hosted Records that contain information provided by D&B about individuals, such as name, email, phone number, etc.

Custom AI Agent: is any AI Agent either created with, or resulting from modification of Oracle delivered agents that are included with Your Oracle Cloud Service. Custom AI agents could result from modifications such as adding a tool, accessing an external service, accessing external tools through Model Context Protocol (MCP) servers, bringing Your own AI Large Language Model (BYO LLM), multimodal capabilities (e.g. image generation, voice, video), or otherwise altering the intended scope and purpose of the Oracle included agents.

Endorsing Trading Partners are trading partners that have their own blockchain instance with the ability to define Smart Contracts and define access to and visibility on transactions submitted using those Smart Contracts. Endorsing Trading Partners have full access to the Intelligent Track and Trace web application and REST API to submit transactions.

Hosted $M in Application Annual Revenue is defined, for t h e purposes of Oracle Global Trade Management Cloud Service, as 1,000,000 U.S. dollars (or the equivalent amount in local currency s t a t e d in the order) in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

Hosted $M in Freight Under Management (FUM) is defined as 1,000,000 U.S. dollars (or the equivalent amount in local currency stated in the order) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the Oracle Transportation Management Cloud Service. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You, and any transportation management services provided by You for Your clients. Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with the freight term of prepaid).

Hosted 1K Invoice Line is defined as one thousand invoice line items processed by the program during a 12-month period. You may not exceed the licensed number of Invoice Lines during any 12-month period unless You acquire additional Invoice Line licenses from Oracle.

Hosted 1,000 Active Members is defined as 1,000 Active Members where one Active Member has a Member Status of Active, Dormant, Payment Pending, Potential Fraudulent, or any other customer Member Status. Members Statuses of Cancelled, Inactive, or Merged are considered inactive.

Hosted 1,000 Order Lines is defined as one thousand Order Line items processed by the Cloud Service during a 12-month period.

Hosted 1,000 Records is defined as 1,000 unique customer database records stored in the hosted service. For the purposes of Fusion Customer Management Foundation for Organizations Cloud Service, a customer database record is a unique business entity or company record which is stored as an account or organization in the hosted service. For the purposes of Fusion Customer Management Foundation for Persons Cloud Service, a customer database record is a unique consumer (i.e., physical person) record which is stored as a contact or a person in the hosted service.

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

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

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

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

For the purposes of Fusion Product Hub Portal Cloud Service, a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service and has been accepted to be imported into the Product Hub Cloud Service at any given time.

For the purposes of Oracle In-Memory Cost Management Cloud Service, a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including, but not limited to, finished goods, phantom items, style items, SKU items, pack items, assemblies, components, model, and option items, but does not include any instance items (i.e., star items).

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

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

For the purposes of Oracle Adaptive Intelligent Apps for Customer Experience, Sales and Service Enterprise Records, a customer database record is defined as a database record in the Cloud Service that has a collection of attributes or fields containing data about companies provided by Oracle. A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing customer database record) constitutes a new Hosted Record for the purposes of the order, including for pricing purposes. Further processing of that database record within the same one-year period within the Service Period of the applicable order does not for pricing purposes create a new Hosted Record. For the avoidance of doubt, the first one-year period begins on the Services Start Date as set forth in Your order and runs for one year thereafter and each successive one-year period begins the day after the end of the preceding one year period and runs for one year thereafter.

For the purposes of Avalara Global Indirect Tax Cloud Service, a record is defined a sale or purchase, quote or transfer document. Example documents include but are not limited to AP supplier invoices, AR customer invoices, purchase orders, purchase requisitions, prepayments, credit memos, debit memos, change orders, and/or sales orders. Avalara may process a document multiple times across its life cycle events; this is still counted as one record.

Hosted 1,000 Warehouse Transactions is defined as 1,000 unique transactions processed through the Oracle Warehouse Management Cloud Service. For the purposes of this metric, Hosted Warehouse Transactions

means license plate numbers (LPNs) that have been shipped or consumed by use of this Oracle Cloud Service. An LPN is a method used in the warehouse management industry to identify the cases, pallets, cartons, totes, etc. into which inventory is packaged for shipping. A given order line within a Hosted Warehouse Transaction will be packaged into one or more LPNs for shipping. You may not exceed the total number of Hosted Warehouse Transaction subscriptions under Your order during the Service Period. If You exceed the quantity of Hosted Warehouse Transaction subscriptions purchased under Your order, You must purchase additional quantities from Oracle.

Hosted 10,000 Records is defined as 10,000 unique customer database records stored in the hosted service. For the purposes of Oracle AI Apps for CX, B2B Marketing Enterprise Records, a Hosted Record is defined as a database record in the Cloud Service that has a collection of attributes or fields containing data about Contacts provided by Oracle. A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing Hosted Record) constitutes a new Hosted Record for the purposes of the order including pricing. Further processing of that Hosted Record within the Service Period of the order does not constitute a new Hosted Record for pricing purposes.

Hosted Compensated Individual is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other person.

Hosted Employee is defined as (1) all of Your full-time, part-time, temporary employees, and (2) all of Your agents, contractors, and consultants where such agents, contractors, and consultants have access to, use of, or are tracked by the programs. The quantity of the licenses required is determined by the number of Hosted Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for the purposes of determining the number of Hosted Employees: all of that other company's full-time employees, part-time employees, temporary employees, agents, contractors, and consultants that (1) are providing the outsourcing services and (2) have access to, use of, or are tracked by the programs.

Hosted Environment is the combination of systems and supporting resources to which Oracle grants You access as part of the Oracle Cloud Services ordered by You, that is (I) configured for the Oracle Programs operating on it and for specific uses as part of the Oracle Public Cloud Services, and (2) used by Oracle to perform the Oracle Cloud Services. The Hosted Environment consists of the production environment, and any non-production environment, as referenced in the applicable Ordering Document and services policies.

Hosted Full-Time Equivalent (FTE) Student is defined in the following way: Any full-time student enrolled in Your institution and earning academic credit counts as 100% of an FTE Student. Any part-time student enrolled in Your institution and earning academic credit counts as 25% of an FTE Student. Any student enrolled in Your institution but not earning academic credit (for example, continuing education students) counts as 17.5% of an FTE Student.

The definition of "full-time" and "part-time" is based on Your policies for student classification. If the total number of FTE Students is a fraction, it will be rounded up to the nearest whole number.

Hosted Fusion Month is defined as one calendar month of access to the Cloud Services.

Hosted Managed Resource is defined as a physical asset subject to the applicable service (such as a truck or a train) and individual users of the service, as well as all Your employees, contractors, partners, and any other individual or entity managed by the service.

For the Fusion Workforce Labor Optimization Cloud Service product the quantity is defined as all persons whose work schedules are optimized by the programs, and all users managing the schedules of those scheduled persons.

Hosted Named Seat Month - For the purpose of Oracle Field Service Cloud, authorized individuals are users directly configured in Oracle Field Service Cloud where the User Classification is "regular" regardless of whether the individual is actively accessing the service at any given time during one service month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Document. You can consume as many units as You need for each month but will need to buy more units to fill Your pool if You run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each service month, Oracle will look at the previous month's provisioned unique user count, find the maximum number used during the service month and decrement that amount from the total seat pool. You can consume as many seats as You need for each service month but need to buy more seats to fill Your pool if You run out of capacity before the Service Period end date.

Hosted Named User is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time. Hosted Named Users may include Business Network Administrators, Endorsing Trading Partners, and Participating Trading Partners. For the purposes of Talent Review & Succession Management Cloud Service, Talent Review & Succession Management for Midsize Cloud Service, Fusion Talent Management for Coexistence Cloud Service, Workforce Compensation Cloud Service, Workforce Compensation for Midsize Cloud Service, and Fusion Talent Management and Workforce Compensation Cloud Service, Hosted Named User is calculated on a 12-month rolling basis. The peak number of Hosted Named Users at any given time during each calendar month of the Service Period determines your compliance with this metric.

For the purpose of Oracle Field Service Cloud, authorized individuals are users directly configured in Oracle Field Service Cloud where the User Classification is "regular". The quantity of Hosted Named Users on the ordering document is the maximum number of Hosted Named Users.

Hosted Record (for Account Enrichment and Contact Enrichment Cloud Service) is defined, for the purposes of the Oracle Account Enrichment Cloud Service, Oracle Contact Enrichment Cloud Service, Oracle Account Enrichment Additional Application Cloud Service, and Oracle Contact Enrichment Additional Application Cloud Service, as a database record in the Cloud Service that has a collection of attributes or fields containing data about Accounts (also referred to as Companies) and Contacts provided by Dun & Bradstreet (D&B).

A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing Hosted Record) constitutes a new Hosted Record for the purposes of the order including pricing. Further processing of that Hosted Record within 12 months of the first time the record is processed does not constitute a new Hosted Record for pricing purposes.

Hosted Record (for Oracle Address, Email and Phone Verification Cloud Service) is defined for the purposes of the Oracle Address, Email and Phone Verification Cloud Service, as a database record in the Cloud Service that

has (1) a collection of attributes or fields containing data such as street, city, country, etc. about a postal address; (2) a collection of attributes or fields containing data such as country code, area code, exchange and number, etc. about a phone number; (3) a collection of attributes or fields containing data about an email address. A Hosted Record in this context is the result of the submission of one address record for the purposes of either searching or verifying or cleaning an address against Loqate's worldwide reference data set; one phone or email for the purposes of verifying a phone number or an email address against Loqate's worldwide phone and email verification service. Each submission of an address constitutes a new Hosted Record for the purposes of the order including pricing. Multiple submissions of a single address, email, or phone will be treated as separate records.

Instance is defined as a single deployment of an Oracle Cloud Service ordered by You.

Large Language Model (LLM): An LLM is a type of AI model trained on vast amounts of text data to understand and generate human-like language. Examples include GPT models from OpenAI, and Llama models from Meta

Loqate's Worldwide Address Data Packs is defined as address data packs provided by third-party Loqate and used within the Oracle Address Verification Cloud Service. These data packs consist of postal address data from sources such as Royal Mail, United States Postal Service, etc. Worldwide coverage of countries covered for such data can be found at www.loqate.com/datacoveragesummary/.

Monitored Service User is defined as a user account in Your SaaS applications which You are authorized to monitor each hour for each service with the Oracle CASB Service. User accounts may include individual user accounts as well as accounts shared by multiple users of the monitored SaaS applications and are not limited to Customer and Customer's affiliates' employees, customers, partners, consultants, contractors and agents.

Offer Visit is defined with the following metrics:

- One web visit = one Offer Visit
- Five emails = one Offer Visit
- Five SMS/chatbot activities = one Offer Visit

An Offer Visit may include multiple offers, recommendations, or actions within one Offer Visit. Web Offer Visits expire after 30 minutes of inactivity and thereafter count as a new visit. In case of other channels such as email, SMS, etc., an Offer Visit is a communication sent to a uniquely identified destination.

Participating Trading Partners are trading partners that do not have a blockchain instance provisioned for them and therefore do not have the ability to define Smart Contracts or access to and visibility on rules. Participating Trading Partners are limited to accessing the Intelligent Track and Trace web application and REST API to submit transactions.

Peak Capacity Limit is defined, for the purposes of Oracle Commerce Cloud Service, as the maximum rate at which page views or external API requests can be consumed.

Pooled Named User is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time during one calendar month. The Pooled Named Users are pooled for the Service Period stated on the Order Document. You can consume

as many units as You need for each month but will need to buy more units to fill Your pool if You run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each calendar month, Oracle will look at the previous month's provisioned unique user count, find the maximum number used during the calendar month and decrement that amount from the total User pool.

Smart Contract is defined as the situation in which there are business rules defined by You or Your Endorsing Trading Partners and implemented in an Intelligent Track and Trace blockchain instance.

Student Aid Applicant (SAA) is defined as the quantity of individuals who have submitted an Institutional Student Information Record (ISIR) to Your institution within the prior 365 days, inclusive of the date of measurement.

Student Aid Recipient (SAR) is defined as the quantity of Your students who have received any form of financial aid (including grants, scholarships, loans, work-study, or stipends) processed through the system within the prior 365 days, inclusive of the date of measurement.

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

For the following services, the Additional Environment option will provide either (a) two additional non-production environments for use with the associated Cloud Service or (b) two additional standby environments for use with the associated Cloud Service for use during service disruption only: Financial Consolidation and Close Cloud Service, Account Reconciliation Cloud Service, Tax Reporting Cloud Service, Enterprise Planning and Budgeting Cloud Service, Planning and Budgeting Cloud Service, Enterprise Performance Reporting Cloud Service, Oracle Profitability and Cost Management Cloud Service or Enterprise Data Management Cloud Service.

Transparent Data Encryption encrypts Your content stored in the Oracle Fusion Applications when Your content is saved to disk, thereby protecting against access to the data as it is stored in files on the operating system. Database files (which store data from the database on the file system) and database backups are encrypted and cannot be read.

Unlimited Annual Subscription is defined, for the purposes of the Oracle Address, Email and Phone Verification Cloud Service, as unlimited access to the service to search, verify and clean addresses, emails and/or phone numbers against Loqate's worldwide address data packs and email and phone verification services for the duration of one year in the Service Term. The Unlimited Annual Subscription is a yearly subscription and valid for one year of the Service Term.

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

ORACLE GUIDED LEARNING

Oracle will only deliver Oracle Guided Learning included with Cloud Services until October 9, 2025. If the Services Period for your Eligible Cloud Services extends beyond such date, Oracle Guided Learning included with Cloud Services will not be available for such Eligible Cloud Services.

Oracle Guided Learning is now included with the Cloud Services identified in the activation portal ("Eligible Cloud Services"). If available for the Eligible Cloud Services You have ordered, Oracle Guided Learning includes standard step-action user guides (or "Base Flows") from Oracle's Base Flow library applicable to and for use only with the Eligible Cloud Services. Oracle will provide Base Flows for commonly used tasks (as determined by Oracle) and Oracle will maintain and update these Base Flows as required for new and generally available releases of the Eligible Cloud Services during the Service Period specified in Your order.

Your users may only use up to 15 Base Flows at any one time across all the Eligible Cloud Services You have ordered. You may activate more Base Flows and other features and functions by executing a separate order with Oracle for the applicable Oracle Guided Learning Premium Cloud Service.

You acknowledge that Oracle's ability to deliver Oracle Guided Learning depends upon Your fulfillment of the following:

- Activate Oracle Guided Learning by completing the requested information at education.oracle.com/oracle-cloud-guided-learning-plans. The required information includes but is not limited to the following: customer name, customer contact name, customer contact email, CSI number and fusion production URL.
- Configure the Eligible Cloud Services to allow for viewing of Base Flows. Oracle will provide instructions on the proper configuration.

Disclaimer

Notwithstanding anything to the contrary in Your agreement and/or Service Specifications, You acknowledge and agree that no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to the Oracle Guided Learning Cloud Service.

Service Access Policies

Your use of Oracle Guided Learning is subject to the Oracle Cloud Hosting and Delivery Policies and the Cloud Services Pillar document that applies to the Target Cloud Service (except as noted above), which may be viewed at www.oracle.com/contracts. Notwithstanding anything to the contrary set forth in the agreement referenced in Your order, the Oracle Data Processing Agreement for Oracle Services does not apply to Oracle Guided Learning Cloud Services, as such Cloud Services only allow You to input certain personal information, such as employee names and business contact details, for which Oracle serves as a data controller and not a data processor.

You agree that Oracle may collect and use Your personal information in connection with Your registration for, and Oracle's provision of, the Oracle Guided Learning Cloud Services. You also agree that Oracle may collect and use the personal information You have entered into the command prompt when using the Oracle Guided

Learning Cloud Services, for security and fraud prevention purposes. With respect to such personal information, Oracle will abide by the Oracle Privacy Policy, a current version of which is set forth at www.oracle.com/legal/privacy/privacy-policy.html.

The Oracle Privacy Policy is subject to change at Oracle's discretion; however, Oracle changes to the Oracle Privacy Policy will not materially reduce the level of protection provided to such personal information under Your agreement with Oracle. If You are registering for certain Oracle University products and services on behalf of Your users, You agree to provide all relevant notices to and obtain any consents from those users required to share the information with Oracle and such notices and consents must sufficiently inform Your users of the aforementioned purposes for which personal information is collected.

You agree that Oracle may engage Oracle affiliates and third-party subcontractors to assist in delivering the products and services.

ORACLE FUSION SUITE BASES

Oracle Fusion Suite Professional Cloud Service – Hosted Named User
Part #: B108674

Users of the Oracle Fusion Suite Professional Cloud Service are authorized to access the following:

ENTERPRISE RESOURCE PLANNING

- Financials
- Self Service Financials
- Risk Management
- Project Management
- Self Service Project Management

SUPPLY CHAIN & MANUFACTURING

Planning

- Supply Planning
- Planning Central
- Demand Management
- Sales & Operations Planning
- Supply Chain Collaboration

Procurement

- Purchasing
- Procurement Contracts
- Procurement Self-Service
- Enterprise Contracts Management
- Sourcing
- Supplier Portal
- Supplier Qualification Management

Order Management

- Order Management
- Global Order Promising
- Pricing
- Configurator
- Enterprise Contracts
- Channel Revenue

Product Management

- Innovation Management
- Innovation Management Ideation
- Product Development
- Product Hub
- Product Hub Portal
- Quality Management
- Configurator Modeling

Supply Chain Execution

- Manufacturing
- Maintenance
- Inventory Management

Advanced Inventory Management

ENTERPRISE PERFORMANCE MANAGEMENT FOR FUSION SUITE

Available Business Processes:

- Account Reconciliation
- Financial Consolidation and Close
- FreeForm
- Narrative Reporting
- Planning
- Profitability and Cost Management
- Tax Reporting

CUSTOMER EXPERIENCE (CX)

Sales

- Sales Force Automation
- Sales Intelligence
- Sales Performance Management
- Partner Relationship Management for Channel Managers

Service

- Service Center
- Knowledge Management

Field Service

- Mobile Worker Management
- Booking, Scheduling and Routing
- "Where's My Technician"

Platform Services

- Transactional Business Intelligence Cloud Service
- Visual Builder
- Applications Extensibility Framework
- Customer Data Management for Sales and Service Records Only
- Conversational user interface functionality
- AI Agent Studio

Usage Limits

The Oracle Fusion Suite Professional Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of authorized users (Hosted Named Users) as set forth in Your order. For the avoidance of doubt, this applies to the aggregate of all services described herein including Enterprise Performance Management for Fusion Suite services.
- Oracle Fusion: Oracle will provision two environments for this Oracle Cloud Enterprise application. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.
- Oracle Enterprise Performance Management for Fusion Suite:
  - Oracle will provision two environments for any combination of six of the seven Business Processes listed above. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use.
  - Is not compatible with the following Fusion Optional Services:
    - Oracle Additional Test Environment for Oracle Fusion Cloud Service
    - Oracle Integration Access Cloud Service
    - Oracle Break Glass for Fusion Cloud Service
    - Oracle Fusion for Financial Services Cloud Service
    - Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
    - Oracle PCI Compliance Cloud Service
    - Oracle Additional Storage for Oracle Fusion Cloud Service
- Oracle Fusion Field Service for Fusion Suite is not available in the following Data Centers:
  - UKGOV
  - USGOV
  - USDoD
  - SaaS@Customer
- Visual Builder Cloud Service and Visual Builder Studio (VB) may be used to extend commercial Oracle Fusion Suite applications. This includes creating user interface applications that connect to the commercial Oracle Fusion Suite applications and using VB with extensions added to commercial Oracle Fusion Suite created through Application Composer.

- Conversational user interface functionality.
- Enterprise Performance Management requires Oracle Digital Assistant Platform.
- Sales Performance Management: A full and separate license is required for functions associated with Incentive Compensation.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (GB)
Hosted Named User	2 GB

For purposes of Your AI Agent Studio, Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Suite Employee Cloud Service – Hosted Employee

Part #: B108675

Users of the Oracle Fusion Suite Employee Cloud Service are authorized to access the following modules or functionalities:

HUMAN CAPITAL MANAGEMENT

Human Capital Management

- Global Human Resources
- AI-Based Dynamic Skills (where applicable)
- Absence Management
- Benefits
- Global Payroll Interface
- Work Life Solutions
- Workforce Directory Management
- Workforce Modeling
- Advanced Human Capital Management Controls
- Fusion Communicate
- Workforce Compensation
- Workforce Health and Safety Incidents

Human Resource Help Desk
For internal help desk purposes:

- Service Requests
- Activity Management
- Knowledge Management

ENTERPRISE RESOURCE PLANNING

Enterprise Resource Planning for Self Service

Self Service Financials

- Financials Reporting View Access
- Approval for Financials transactions and workflows
- Financials Transactions
    - Expenses
    - Bill Management

Self Service Project Management

- Project Management Reporting View Access
- Approval for Project Management transactions and workflows
- Project Management Transactions
    - Task Management

    o   Resource Management

SUPPLY CHAIN & MANUFACTURING

Procurement for Self Service

- Self Service Procurement
- Enterprise Contracts Essential User (Read only access and deliverables management for all contract types)

SALES AND SERVICE

Sales and Service Limited User

- Allows authorized employees limited use of Sales and Service as follows:
  - View accounts, contacts, leads, and opportunities
  - Create and modify reports and analytics
  - Update, create, and manage service requests
  - Create, update, and delete notes, tasks and activities for the Activity object

PLATFORM SERVICES

- Transactional Business Intelligence Cloud Service
- Journeys
- Visual Builder
- Applications Extensibility Framework
- Conversational user interface functionality
- AI Agent Studio

Usage Limits

The Oracle Fusion Suite Employee Cloud Service - Hosted Employee is subject to usage limits based on:

- A maximum number of authorized users (Hosted Employee) as set forth in Your order.
- Oracle Fusion: Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.
- Conversational user interface functionality.
- Human Resource Help Desk:
  - Capture, assign, and update Service Requests and Cases for employees
  - Track activities (tasks, appointments) related to internal Human Resource Help Desk Service Requests for Oracle Fusion HCM, ERP, SCM, Sales or Service purposes
  - Knowledge Management for internal employee Help Desk purposes
  - Capability to integrate with Human Resource Help Desk Service Requests and/or internal Help Desk Service Requests using public APIs and file-based import/export
- Enterprise Resource Planning for Self Service:

- o Does not include the following:
  - Time and Labor: Capture, maintain, and approve project-related time entries.
  - A full and separate license is required for functions associated with Time and Labor.
- Visual Builder Cloud Service and Visual Builder Studio (VB) may be used to extend commercial Oracle Fusion Suite applications. This includes creating user interface applications that connect to the commercial Oracle Fusion Suite applications and using VB with extensions added to commercial Oracle Fusion Suite created through Application Composer.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (GB)
Hosted Employee	2 GB

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

ORACLE FUSION SUITE PROFESSIONAL USER – OPTIONAL SKUS

Users of Oracle Fusion Suite Professional Cloud Service can add the options described in this section.

Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service – Hosted Environment

Part #: B108677

This Cloud Service entitles the customer to use any one of the following available business processes:

- Account Reconciliation
- Financial Consolidation and Close
- FreeForm
- Narrative Reporting
- Planning
- Profitability and Cost Management
- Tax Reporting

Usage Limits

Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service - Hosted Environment is subject to usage limits based on:

- A maximum number of authorized users (Hosted Named User) as purchased with Oracle Fusion Suite Professional Cloud Service. For the avoidance of doubt, this service does not entitle You to any additional authorized users beyond those provided in Your base Oracle Fusion Suite Professional Cloud Service.
- Oracle will provision two environments for this Oracle Cloud Service for use with any one of the seven Business Processes listed above.
    - One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use.
    - You must order and have provisioned subscriptions for additional environments / Business Processes of this Oracle Cloud Service.
- Each Oracle Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service must be associated to a new or existing Oracle Cloud ordering document for Oracle Fusion Suite Professional Cloud Service.
- Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service is not compatible with the following Fusion Optional Services:
    - Oracle Additional Test Environment for Oracle Fusion Cloud Service
    - Oracle Integration Access Cloud Service
    - Oracle Database Vault and Break Glass for Fusion Cloud Service
    - Oracle Fusion for Financial Services Cloud Service

- o Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
- o Oracle PCI Compliance Cloud Service

Oracle Cloud Policies

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

Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service – Hosted Named User

Part #: B108685

The Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service provides access to the following features:

- Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service contains permit, planning and zoning, code enforcement, online application and fee payment, inspections, communications, calendars, analytics and workflow functionality for city or county permits for community development activity.
- Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service also includes functionality designed to allow business owners or responsible parties to apply online to open and operate their enterprise within a city or county. Additionally, the software automates the business license amendment and renewal process.
- Customers can implement process definitions and fee schedules. A full and separate license is required for any functions not associated with Oracle Permitting and Licensing.
- Conversational user interface functionality.

Usage Limits

Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service – Hosted Named User is subject to usage limits:

- A maximum number of authorized users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments of this Oracle Cloud application. One environment will be dedicated for production use and the second environment will be dedicated as a staging environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Fusion Student Management for Fusion Suite Cloud Service – Hosted FTE Student Cloud Service – Hosted FTE

Part #: B108688

Users of the Oracle Fusion Student Management for Fusion Suite Cloud Service are authorized to access the following module:

- Oracle Fusion Campus Community
- Oracle Fusion Student Financials
- Oracle Fusion Student Records

Usage Limits

Oracle Fusion Student Management for Fusion Suite Cloud Service – Hosted FTE Student is subject to usage limits based on:

- A maximum number of authorized users (Hosted FTE Student) as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment (amongst the modules included in this Cloud Service) will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service – Compensated Participant

Part #: B108678

Users of the Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service are authorized to access the following modules:

- Oracle Fusion Incentive Compensation
- Applications Extensibility Framework
- Compensation Dispute Logging

Usage Limits

Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service – Compensated Participant is subject to usage limits based on:

- A maximum number of authorized users (Compensated Participant) as defined in Your order.

- Limited use of Applications Extensibility Framework solely to extend Incentive Compensation and calculate commissions.
- Limited use of Service Request Management solely to log disputes.
- Oracle will provision two environments for this Oracle Cloud application. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 Subscriptions

Part #: B108679

Users of the Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service are authorized to access the following modules:

- Subscriptions Management Administration Console
- Subscriptions Management Platform

Usage Limits

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 Subscriptions is subject to usage limits based on:

- A maximum number of Subscriptions as defined in Your order.
- 250 authorized users (Hosted Named User) for the Oracle Fusion Subscriptions Management Administration Console. Oracle may provision additional users upon Your request and subject to Oracle's approval.
- Oracle will provision two environments for this Oracle Cloud Service. One environment will be dedicated for production use and a second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 in ARR

Part #: B108680

Users of the Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service are authorized to access the following modules:

- Subscriptions Management Administration Console
- Subscriptions Management Platform

Usage Limits

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 in ARR is subject to usage limits based on:

- A maximum amount of ARR as defined in Your order.
- 250 authorized users (Hosted Named User) for the Oracle Fusion Subscriptions Management Administration Console. Oracle may provision additional Users upon Your request and subject to Oracle's approval.
- Oracle will provision two environments for this Oracle Cloud Service. One environment will be dedicated for production use and a second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Customer Experience for Utilities – Fusion Agent Service for Fusion Suite Cloud Service – Billable Service Customer

Part #: B108683

Users of the Oracle Customer Experience for Utilities – Fusion Agent Service for Fusion Suite Cloud Service are authorized to access the following modules:

- Oracle Utilities Agent Service
- Service Center
- Knowledge Management
- Customer Data Management: Customer Hub, Accounts, Contacts, Households

Usage Limits

Oracle Customer Experience for Utilities – Fusion Agent Service for Fusion Suite Cloud Service – Billable Service Customer is subject to usage limits based on:

- A maximum number of Billable Service Customers per month as defined in Your order.
- Absolute Limit of 7,500,000 API Operations (defined below) per day/site (regardless of the number of authorized users purchased). API Operations are defined as service transactions and service communication channels.

- Oracle will provision two environments for this Oracle Cloud Enterprise application. One environment will be dedicated for production use and a second environment will be dedicated for nonproduction use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Customer Experience for Utilities – Fusion Sales for Fusion Suite Cloud Service – Hosted Named User
Part #: B108684

Users of the Oracle Customer Experience for Utilities – Fusion Sales for Fusion Suite Cloud Service are authorized to access the following modules:

- Sales Force Automation
- Sales Performance Management
- Sales Intelligence
- Customer Data Management, Customer Hub, Accounts, Contacts, and Households
- Partner Relationship Management for Channel Managers
- Service Request Management, Knowledge Management
- Integration Suite APIs to Oracle CIS for Utility customers using Oracle CIS
- Conversational user interface functionality

Usage Limits

Oracle Customer Experience for Utilities – Fusion Sales for Fusion Suite Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of authorized users (Hosted Named User) as defined in Your order.
- Conversational user interface functionality.
- Sales Performance Management: A full and separate license is required for functions associated with Incentive Compensation.

Oracle Cloud Policies

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

Oracle Fusion Customer Data Platform for Fusion Suite Cloud Service – 1,000 Profiles
Part #: B110318

Users of the Oracle Fusion Customer Data Platform for Fusion Suite Cloud Service are authorized to access the following:

- Data Management
- Integrations
- Intelligence
- Segments
- Analytics
- Real-time Data Collection and Streams
- Behaviors

Usage Limits

Oracle Fusion Customer Data Platform for Fusion Suite Cloud Service is subject to the following usage limits:

- A maximum number of profiles as set forth by your order.
- A maximum number of 50,000 sessions. If You exceed 50,000 sessions, You must purchase additional quantities of B111776 Oracle Fusion Customer Data Platform Additional Sessions Cloud Service – 1,000 Pooled Sessions from Oracle. Any quantity of sessions remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.
- Oracle will provision one (1) production environment and one (1) non-production environment for this Oracle Fusion Cloud Service.
- Jobs in Fusion Customer Data Platform are processes that import data from external sources or export data to external destinations. A Fusion Customer Data Platform job can also further process the imported data to deduplicate multiple records, transform specific data fields to a specified format, compute aggregate fields from a set of base fields, etc. For optimal performance, adhere to these limits.
    - A maximum of 10 concurrent jobs across all environments.
    - A maximum of 500 scheduled jobs in a single calendar day.
- A maximum of 1,000 records per second for batch ingestion API.
- A maximum of 500 records per second for streaming event API.
- If Your usage exceeds any or all of the number of maximum concurrent jobs, maximum jobs in a calendar day, maximum number of records per second as set forth herein, Oracle may, in its sole discretion, take proportional remediation action, including limiting use of affected services.
- If You use a third party service in connection with this service (e.g., You use this service to transmit data from or to a third party), then You must adhere to all applicable third party terms (e.g., terms of use, advertising policies, and equivalents).
- Oracle can regulate incoming data collected through its real-time streaming pipeline to maintain service performance and availability.

Oracle Cloud Policies

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

ORACLE FUSION CUSTOM AI AGENT

Oracle Fusion Custom AI Agents for ERP – AI Agent per Authorized User
Part #: B111568

Oracle Fusion Custom **AI Agents** for ERP allows, per quantity subscribed:

- One Authorized User to use One Custom AI Agent for the ERP SaaS pillar
- 2,000,000 AI Tokens per month

Your usage is calculated as the total of the number of Authorized Users to whom You have given access, for each of the Custom AI Agents for ERP that You have enabled for production use on Your Oracle Fusion Cloud Service. *Example:* If You give each of ten Authorized Users access to five Custom AI Agents, this means You are using a quantity 50 of Your Custom AI Agent per Authorized User subscribed quantity for the month. Equally, if You had five Authorized Users each using ten Custom AI Agents the usage quantity is also 50 of Your Custom AI Agent per Authorized User. Usage is calculated based on the highest value of Your Custom AI Agent per Authorized Users measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

To create a Custom AI Agent, (1) You may use an LLM that is provided by Oracle as part of the Oracle Fusion Cloud Service in which case, Your use of the LLM and Custom AI Agent is limited to the Oracle Fusion Cloud Service or (2) you may BYO LLM for which You have contracted directly with the LLM provider.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Access to each Custom AI Agent will be charged for each Authorized User as long as the custom AI Agent remains published for that Authorized User. Your use of a BYO LLM is provided pursuant to the terms between You and the LLM provider and Oracle disclaims all obligations with respect to the use of the LLM by You.

Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Oracle Cloud Policies

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

Oracle Fusion Custom AI Agents for SCM – AI Agent per Authorized User

Part #: B111569

Oracle Fusion Custom AI Agents for SCM allows, per quantity subscribed:

- One Authorized User to use One Custom AI Agent for the SCM SaaS pillar
- 2,000,000 AI Tokens per month

Your usage is calculated as the total of the number of Authorized Users to whom You have given access, for each of the Custom AI Agents for SCM that You have enabled for production use on Your Oracle Fusion Cloud Service. *Example:* If You give each of ten Authorized Users access to five Custom AI Agents, this means You are using a quantity 50 of Your Custom AI Agent per Authorized User subscribed quantity for the month. Equally, if You had five Authorized Users each using ten Custom AI Agents the usage quantity is also 50 of Your Custom AI Agent per Authorized User. Usage is calculated based on the highest value of Your Custom AI Agent per Authorized Users measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

To create a Custom AI Agent, (1) You may use an LLM that is provided by Oracle as part of the Oracle Fusion Cloud Service in which case, Your use of the LLM and Custom AI Agent is limited to the Oracle Fusion Cloud Service or (2) you may BYO LLM for which You have contracted directly with the LLM provider.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable

as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Access to each Custom AI Agent will be charged for each Authorized User as long as the custom AI Agent remains published for that Authorized User. Your use of a BYO LLM is provided pursuant to the terms between You and the LLM provider and Oracle disclaims all obligations with respect to the use of the LLM by You.

Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

Oracle Cloud Policies

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

Oracle Fusion Custom AI Agents for HCM – AI Agent per Authorized User
Part #: B111570

Oracle Fusion Custom AI Agents for HCM allows, per quantity subscribed:

- One Authorized User to use one Custom AI Agent for the HCM SaaS pillar
- 2,000,000 AI Tokens per month

Your usage is calculated as the total of the number of Authorized Users to whom You have given access, for each of the Custom AI Agents for HCM that You have enabled for production use on Your Oracle Fusion Cloud Service. *Example:* If You give each of ten Authorized Users access to five Custom AI Agents, this means You are using a quantity 50 of Your Custom AI Agent per Authorized User subscribed quantity for the month. Equally, if You had five Authorized Users each using ten Custom AI Agents the usage quantity is also 50 of

Your Custom AI Agent per Authorized User. Usage is calculated based on the highest value of Your Custom AI Agent per Authorized Users measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

To create a Custom AI Agent, (1) You may use an LLM that is provided by Oracle as part of the Oracle Fusion Cloud Service in which case, Your use of the LLM and Custom AI Agent is limited to the Oracle Fusion Cloud Service or (2) you may BYO LLM for which You have contracted directly with the LLM provider.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

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LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

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

Oracle Fusion Custom AI Agents for CX – AI Agent per Authorized User

Part #: B111571

Oracle Fusion Custom AI Agents for CX allows, per quantity subscribed:

- One Authorized User to use one Custom AI Agent for the CX SaaS pillar
- 2,000,000 AI Tokens per month

Your usage is calculated as the total of the number of Authorized Users to whom You have given access, for each of the Custom AI Agents for CX that You have enabled for production use on Your Oracle Fusion Cloud Service. *Example:* If You give each of ten Authorized Users access to five Custom AI Agents, this means You are using a quantity 50 of Your Custom AI Agent per Authorized User subscribed quantity for the month. Equally, if You had five Authorized Users each using ten Custom AI Agents the usage quantity is also 50 of Your Custom AI Agent per Authorized User. Usage is calculated based on the highest value of Your Custom AI Agent per Authorized Users measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

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If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

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LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes

BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

Oracle Cloud Policies

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Oracle Fusion Custom AI Agents for ERP – AI Agent per Employee

Part #: B111572

Oracle Fusion Custom AI Agents for ERP allows, per quantity subscribed:

- A maximum number of one Hosted Employee to use one Custom AI Agent for the ERP SaaS pillar per month
- Up to 100,000 AI Tokens per month

Your usage is calculated as the number of Custom AI Agents for ERP that you have enabled for production use on your Oracle Fusion service, times the number of employees as measured by the Hosted Employee pricing metric. *Example:* If you have 5,000 employees and you publish five Custom AI Agents, this usage will be measured as 25,000 for the month regardless of the number of employees actually accessing those agents. Usage is calculated based on the highest value of Your Custom AI Agent per Hosted Employee measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

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If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

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LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

Oracle Cloud Policies

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Oracle Fusion Custom AI Agents for SCM – AI Agent per Employee

Part #: B111573

Oracle Fusion Custom AI Agents for SCM allows, per quantity subscribed:

- A maximum number of one Hosted Employee to use one Custom AI Agent for the SCM SaaS pillar per month
- Up to 100,000 AI Tokens per month

Your usage is calculated as the number of Custom AI Agents for SCM that you have enabled for production use on your Oracle Fusion service, times the number of employees as measured by the Hosted Employee pricing

metric. *Example:* If you have 5,000 employees and you publish five Custom AI Agents, this usage will be measured as 25,000 for the month regardless of the number of employees actually accessing those agents. Usage is calculated based on the highest value of Your Custom AI Agent per Hosted Employee measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

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If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

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LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

Oracle Cloud Policies

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Oracle Fusion Custom AI Agents for HCM – AI Agent per Employee
Part #: B111574

Oracle Fusion Custom AI Agents for HCM allows, per quantity subscribed:

- A maximum number of one Hosted Employee to use one Custom AI Agent for the HCM SaaS pillar per month
- Up to 100,000 AI Tokens per month

Your usage is calculated as the number of Custom AI Agents for HCM that you have enabled for production use on your Oracle Fusion service, times the number of employees as measured by the Hosted Employee pricing metric. *Example:* If you have 5,000 employees and you publish five Custom AI Agents, this usage will be measured as 25,000 for the month regardless of the number of employees actually accessing those agents. Usage is calculated based on the highest value of Your Custom AI Agent per Hosted Employee measured during the month.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

To create a Custom AI Agent, You may (1) use an LLM that is provided by Oracle as part of the Oracle Fusion Cloud Service, and Your use of the LLM and Custom AI Agent is limited to the Oracle Fusion Cloud Service or (2) BYO LLM for which You have contracted directly with the LLM provider.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

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LARGE LANGUAGE MODEL	ADDITIONAL TERMS	TOKENS DECREMENTED
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Access to each Custom AI Agent will be charged for each Authorized User as long as the custom AI Agent remains published for that Authorized User. Your use of a BYO LLM is provided pursuant to the terms between You and the LLM provider and Oracle disclaims all obligations with respect to the use of the LLM by You.

Usage Limits

- Your use of the Fusion Custom AI Agents may be subject to limits of content input or output as defined in AI Token as counted by the LLM(s) and up to the total of Your AI Token Pool.

Oracle Cloud Policies

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

Oracle Fusion AI Agent Additional Tokens Cloud Service -- 1 Billion Tokens

Part #: B111575

Authorized Users of Oracle Fusion AI Agent Additional Tokens Cloud Service are authorized to access:

- 1 Billion AI Tokens per quantity subscribed

A single token can be a unit of data processed by an AI system (e.g., Large Language Model), such as a word, partial word, or partial image, depending on how the AI system processes the data. The AI system processes data by breaking it into token units, with both input (prompts) and output (responses) counted for billing purposes.

These tokens are available to add to your pool to support AI Agent use cases across your Fusion product lines. If another AI Agent product includes an allocation of tokens, those will be consumed first and then you can draw on this pool of additional tokens.

OPTIONAL SERVICES

Oracle Additional Test Environment for Oracle Fusion Cloud Service – Test Environment

Part #: B84490

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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

Oracle Break Glass for Fusion Cloud Service – Each

Part #: B85679

Oracle Break Glass for Fusion Cloud Service provides You with additional control and management over Your Content in the Oracle Fusion Cloud Service.

Features:

- Protects Your content by utilizing Oracle Database Vault features in Your Fusion Cloud Service Database.
- Data level access to Your Content residing in the Oracle Fusion Cloud Service database is granted to Oracle only after Your approval and authorization.
- Access, when granted, is temporary and time bound to periods You can configure.
- Access credentials are programmatically reset after each access.
- Detailed reports of all Break Glass access requests and history.
- Bring Your own key to control the encryption key used by the Oracle Fusion Cloud Service database.
- Full lifecycle management of the Transparent Data Encryption master encryption key (create, reset, revoke, or restore).

The Oracle Break Glass for Fusion Cloud Service program documentation provides more details on use, configuration, and feature/function coverage of the service.

In addition, the Oracle Break Glass for Fusion Cloud Service program documentation includes important considerations You should review prior to implementing this service, including possible impacts on related service performance and service level agreements.

Usage Limits

Oracle will publish maintenance notifications in the Oracle Cloud Console. You must check these notifications prior to performing any action related to managing Transparent Data Encryption master keys to avoid conflicts with scheduled activity.

A Break Glass subscription is required to control and manage the encryption keys for your Oracle Fusion Cloud Service database. This subscription includes access to *Oracle Vault (virtual vault)*, Oracle's multi-tenant key management service. A separate subscription, using Oracle Universal Credits, is necessary if you require *Oracle Private Vault*—which provides an isolated partition on a hardware security module (HSM)—or *Oracle External Key Management Service (External KMS)*, which enables you to store and manage master encryption keys on a third-party system outside Oracle Cloud.

Disclaimers

The Oracle Cloud Services and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, may be adversely impacted if requested access for Oracle personnel is delayed or denied, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

The Oracle Fusion Cloud Service and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, will be adversely impacted if You do not provide to Oracle the correct version of Your TDE master key in a timely manner, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

Oracle Cloud Policies

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Oracle Integration Access Cloud Service – Each

Part #: B82730

Approved Users of the Oracle Integration Access Cloud Service are authorized to access the following:

- Near real-time, secured and performant approach for schema level replication and data extraction solution for data warehousing scenarios from one or more Fusion SaaS pods to a corresponding Target Database or Data Lake platform.

- Enterprise grade large Cloud customers can build their own comprehensive Data Warehousing solution to mashup near real-time data from Fusion SaaS Cloud with other on-premises, third-party and PaaS applications for data warehouse type reporting requirements.

Usage Limits

The Oracle Integration Access Cloud Service is subject to usage limits based on:

- The service provides a base list of raw schema level entity objects that can be replicated to a Target database or Data Lake platform. Customer can tailor the entities they are interested in, from the base list.
- The customer can enable direct access to entities in the Target database or Data Lake platform. The customer will need to ensure and apply security to these entities accordingly
- Any data model changes via patching or updates in Fusion SaaS could potentially disrupt solutions that reference these replicated entities.
- The service may get temporarily disrupted during disaster recovery period.

Oracle Cloud Policies

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

Oracle Fusion HIPAA Cloud Service – Each

Part #: B87365

The Oracle Fusion HIPAA Cloud Service is an option for customers who anticipate using Protected Health Information (PHI) in Oracle Fusion Cloud Services and who must comply with the Health Insurance Portability and Accountability Act (HIPAA). The Oracle Fusion HIPAA Cloud Service assists customers in meeting the requirements set out by HIPAA. Oracle will be considered a Business Associate as defined by the HIPAA Privacy Rule 45 CFR 164.504(e), and an Oracle Business Associate Agreement (BAA) is required.

This offering includes the following:

- Oracle Break Glass for Fusion

Your Obligations:
- You must purchase Oracle Fusion Cloud Services, and maintain those services for the duration of Oracle Fusion HIPAA Cloud Service.
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your organization's HIPAA related requirements, including the following:
    - Restrictions on email attachments, and associated required training.
    - Limitations in the security model for BI Publisher, and associated required training.
- When providing ePHI to, or storing ePHI in the Oracle Service Cloud, you should make reasonable efforts to limit ePHI to the minimum necessary to accomplish the intended purposes of the use.

Usage Limits: The Oracle Fusion HIPAA Cloud Service is subject to the following usage limits:

- No additional storage is provided. The Oracle Fusion HIPAA Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Service.

Oracle Cloud Policies

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

Oracle Load Testing Cloud Service for Fusion – Five Business Flows – Each
Part #: B86074

Oracle Load Testing Cloud Service for Fusion consists of:

- Oracle Load Testing Cloud Service for Fusion Management. This service will load test up to five business flows to the expected level of concurrency identified by the Customer. Oracle Load Testing Cloud Service for Fusion is not a stress test of the service.

An Oracle Technical Operations Manager (TOM) will be assigned to You during the Load Testing project.

Your TOM will provide the following services:

- Preparation and maintenance of a Load Testing project plan that will include historical performance of the Service, testing plan, definition of Load Tests, timelines and service outcomes.
- Best practice guidance and support throughout the definition of the Load Tests and the execution of the Load Tests.
- Preparation of Load Test Strategy including user ramp up, concurrency and transaction run rates.
- Deployment of test automation scripts.
    - This task requires that the target test environment be locked down and remain unchanged through load test execution.
- Execution of Load Tests per Load Test Strategy and analysis of results in context of customer's goals.
    - All in scope Business Flows must be load tested at the same time in the same test cycle.
- Identification of recommendations and rerun of Load Tests after the recommendations have been implemented.
    - If no recommendations are needed because the initial Load Test demonstrated acceptable levels of performance, then a second Load Test cycle iteration will not be performed.
- Creation of a Load Test report.

Customer responsibilities

- Identify a point of contact to work with the TOM.
- Identify Business Flows, with valid dataset to support the scripted Load Testing.
- Identify one target test environment that is fully configured to support load testing effort.
    - The target test environment will be re-sized to support in scope Business Flows only.

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of Business Flows Purchased. Additional flows may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Additional Load Testing Cloud Service for Fusion – Five Business Flows – Each

Part #: B86075

Oracle Additional Load Testing Cloud Service for Fusion consists of:

- Oracle Load Testing Cloud Service for Fusion Management

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of additional Business Flows Purchased

Oracle Cloud Policies

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

Oracle Additional Storage for Oracle Fusion Cloud Service – Hosted Month

Part #: B84491

Oracle Additional Storage for Oracle Fusion Cloud Service increases storage per month to the customer's total storage capacity under their Cloud Service contract.

Usage Limits

The Oracle Fusion Additional Storage Cloud Service is subject to usage limits based on:

- The following usage limits apply per Hosted Fusion Month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Month	50,000	300	N/A

Oracle Cloud Policies

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

Oracle Enterprise Performance Management for United States Government Cloud Service – Each

Part #: B82309

The Oracle Enterprise Performance Management for United States Government Cloud Service provides customers with a software-as-a-service offering targeted to control requirements of the Federal Risk and Authorization Management Program (FedRAMP).

This Oracle Cloud Service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security frameworks as defined by FISMA, including NIST SP 800-37, NIST SP 800-53 and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual verification by security guards. Oracle does not offer Disaster Recovery with defined Recovery-Point Objectives (RPO) and Recovery-Time Objectives (RTO). Rather, Oracle periodically makes backups of production data for Oracle's sole use to limit data loss and service downtime in the event of a disaster. Oracle Customer support in included with this service and is provided by Oracle Global Support.

Access to a U.S. Cloud Operations public sector compliance analyst is included with this Cloud Service to assist customers who seek to complete a FedRAMP authorization. Thereafter, Oracle will work with customers to maintain the FedRAMP authorization. Oracle may reuse or leverage prior assessment documentation to meet customer requests. Oracle reserves the right to manage, operate and support this Oracle Cloud Service in its sole discretion to meet FedRAMP and other requirements.

Limitations

The Oracle Enterprise Performance Management for United States Government Cloud Service is available only in the United States.

Oracle Cloud Policies

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

Oracle Fusion for United Kingdom Government Cloud Service – Each

Part #: B87368

This service is available in the United Kingdom only.

For this Oracle Fusion for United Kingdom Government Cloud Service, Your content is hosted within a UK based data center for both primary and DR.

Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that (1) Oracle has the continued ability to sponsor applications for SC clearance; and/or (2) a central government department has agreed to sponsor individuals for SC clearance where required by Oracle. if requested to do so.

The Oracle Fusion for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles.

Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:

- Oracle Break Glass for Fusion

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

Oracle Fusion for United States Government Cloud Service – Each
Part #: B87366

This service is available in the United States only.

The Oracle U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.
ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good

practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This offering includes the following:

- Oracle Break Glass for Fusion

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Oracle Cloud Policies

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

Oracle SaaS for U.S. Government Disconnected – Each

Part #: B93962

This service is available in the United States only (eligibility criteria apply).

The Oracle SaaS for U.S. Government Disconnected – Each service provides You with a software-as-a-service offering targeted to the compliance requirements of the Federal Risk and Authorization Management Program (FedRAMP) High baseline, IL5, and additional requirements of U.S. Intelligence Community per Intelligence Community Directive (ICD) 503.The service is hosted within a Sensitive Compartmented Information Facility (SCIF) in accordance with Intelligence Community Directive (ICD) 705 requirements. The service is not connected to the Internet or any non-approved networks. The service is connected to the Your secure networks (SIPRNet or JWICS). The service is operated by TS/SCI cleared personnel from operational SCIFs.

Oracle will work with You to maintain the service in compliance with the FedRAMP and ICD 503 requirements. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and compliance authorization results and reserves the right to manage the service as appropriate to meet compliance requirements.

This offering includes the following:

- Oracle Database Vault
- Oracle Data Masking for Fusion

Limitations

Oracle SaaS for U.S. Government Disconnected – Each is an add-on service for selected Oracle Fusion Cloud Services. An order for Oracle SaaS for U.S. Government Disconnected – Each must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Fusion Cloud Service(s). Subsequent renewals must also include the Oracle SaaS for U.S. Government Disconnected – Each service.

Oracle Cloud Policies

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

Oracle SaaS For Cloud Isolated Region – Each

Part #: B110501

The Oracle SaaS for Oracle Cloud Isolated Region – Each service provides You with a software-as-a-service offering targeted to the compliance requirements of defense and intelligence organizations. The service is hosted within a Sensitive Compartmented Information Facility (SCIF) in accordance with customer requirements. The service is not connected to the Internet or any non-approved networks. The service is connected to Your secure networks per customer requirements. The service is operated by dedicated personnel with customer defined clearance levels from operational SCIFs.

Oracle will work with You to maintain the service in compliance with the customer defined authorization requirements. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and compliance authorization results and reserves the right to manage the service as appropriate to meet compliance requirements.

This offering includes the following:
- Oracle Database Vault
- Oracle Data Masking for Fusion

Usage Limits:

Oracle SaaS for Oracle Cloud Isolated Region – Each is an add-on service for selected Oracle Cloud Services. An order for Oracle SaaS for Oracle Cloud Isolated Region – Each must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Cloud Service(s). Subsequent renewals must also include the Oracle SaaS for Oracle Cloud Isolated Region – Each service.

Oracle Cloud Policies:

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

Oracle Fusion for Financial Services Cloud Service – Each

Part #: B87369

This service is available in North America, Europe, and the United Kingdom only.

The Oracle Financial Services (FS) Cloud Service is a Fusion Software-as-a-Service offering designed to help customers in the financial services industry meet their business, security, and control requirements.

The Oracle FS Cloud Service is operated from Oracle's North America, Europe and United Kingdom Data Center Regions. The Oracle FS Cloud Service is operated only by authorized employees of Oracle and its

affiliates; no third party subcontractors are used in the delivery of the Oracle FS Cloud Service, except for the storage of encrypted backup tapes.

This offering includes the following:

- Oracle Break Glass
- Data Masking

All customer User access to data within this Oracle Cloud Service is subject to username/password or Single Sign-On, using identity federation via SAML 2.0 token assertion.

Usage Limits
The Oracle FS Cloud Service is subject to usage limits based on:

- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- No additional storage is provided. The Oracle FS Cloud Service uses the storage provided under Your existing Fusion Base Cloud Service.

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

ORACLE FUSION SALES, SERVICE AND MARKETING (CX PILLAR)

ORACLE FUSION SALES BASES

Oracle Fusion Sales Enterprise Cloud Service – Hosted Named User
Part #: B95942

Users of the Oracle Fusion Sales Enterprise Cloud Service are authorized to access the following modules:

- Sales Force Automation
    - Leads & Opportunity Management
    - Activities, Notes and Attachments
    - Email Integration
    - Mobile Application & Offline Platform
    - Product Catalog
    - Sales Coach & Assessments
    - Pipeline Forecasting
    - Sales Analytics
    - Asset Management

- o Business Plans
- Sales Performance Management
  - o Territory Management
  - o Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management
  - o Customer Hub
  - o Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers
- Service
  - o Service Request Management
  - o Knowledge Management – Read Only
- Platform
  - o Visual Builder
  - o Applications Extensibility Framework
  - o Transparent Data Encryption
- Conversational user interface functionality.

Usage Limits

The Oracle Fusion Sales Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Excepting Fusion Sales applications running in the US or UK Government environments, Visual Builder may be used to extend commercial template apps included with Partner Relationship Management. This covers creating user interface applications that connect to the commercial Fusion Sales solution and using Visual Builder with extensions added to commercial Fusion Sales created through Application Composer.
- Oracle will provision two environments for this Oracle Fusion Sales Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records*)	File Storage (MB)	Bandwidth
Hosted Named User (one Authorized User)	180,000	1,000	N/A

* For the purposes of Oracle Fusion Sales, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent.   Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Incentive Compensation Cloud Service – Compensated Participant
Part #: B96471

Users of the Oracle Fusion Incentive Compensation Cloud Service are authorized to access the following modules:

- Oracle Fusion Incentive Compensation
- Applications Extensibility Framework
- Dispute Logging SR (CRUD)
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Incentive Compensation Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Compensated Participant) as defined in Your order.
- Limited use of Applications Extensibility Framework solely to extend Incentive Compensation and calculate commissions.
- Limited use of Service Request Management solely to log disputes.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Compensated Participant:

Licensed Metric	Database Storage (Records*)	File Storage (MB)	Bandwidth
Compensated Participant (one Authorized User)	1,000,000	N/A	N/A

* For the purposes of Oracle Fusion Incentive Compensation, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No

OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Address, Email and Phone Verification Cloud Service Unlimited Annual Subscription – Hosted Month

Part #: B79035

Users of the Oracle Address, Email and Phone Verification Cloud Service have access to the following functionality, separately or together, with respect to an individual Hosted Record postal address:

- Verify address (verifiable as well as non-verifiable) against Loqate's worldwide address data packs.
- Clean and auto-correct address against Loqate's worldwide address data packs.
- Search and look-up an address against Loqate's worldwide address data packs.
- Suggest and select from multiple suggestions and matches for a single ambiguous address submitted against Loqate's worldwide address data packs.
- Obtain verification status for phone numbers.
- Obtain domain and account verification status for emails addresses. Note: account verification is conditional on the capabilities of the target domain mail service.

Oracle Cloud Policies

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

Oracle Address, Email and Phone Cloud Verification Service Per Verification – Hosted Record

Part #: B79034

Users of the Oracle Address, Email and Phone Verification Cloud Service have access to the following functionality, separately or together, with respect to an individual Hosted Record postal address:

- Verify address (verifiable as well as non-verifiable) against Loqate's worldwide address data packs.
- Clean and auto-correct address against Loqate's worldwide address data packs.
- Search and look-up an address against Loqate's worldwide address data packs.
- Suggest and select from multiple suggestions and matches for a single ambiguous address submitted against Loqate's worldwide address data packs.
- Obtain verification status for phone numbers.
- Obtain domain and account verification status for emails addresses. Note: account verification is conditional on the capabilities of the target domain mail service.

Oracle Cloud Policies

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

Oracle Account Enrichment Cloud Service – Hosted Record

Part #: B75367

Users of the Oracle Account Enrichment Cloud Service are authorized to access the following functionality:

- Search Records of D&B Companies.
- Export Records of D&B Companies either in the form of CSV files or directly within an application (e.g., Oracle Sales Cloud).
- Enrich existing Hosted Records by submitting them to the Cloud Service either in real-time within an application or in batch mode:
    - Real-time mode: the user can select from multiple suggestions and matches for a Hosted Record submitted. D&B DUNS number will be displayed on the user interface as a user selected result.
    - Batch mode: the Cloud Service will schedule a job that will return best matches for those submitted records against other Hosted Records. D&B DUNS number for these results (i.e., records matched in batches) will not be provided.

Usage Limits

The Oracle Account Enrichment Cloud Service is subject to the following limits:

- The maximum number of Hosted Records that a user may export, per export job is 100,000.

- The maximum number of Hosted Records that a user may submit for real-time mode enrichment per job is ten.
- The maximum number of Hosted Records that a user may submit for batch mode enrichment, per job is 250,000.
- The maximum number of matched Hosted Records, per job is 250,000.   (The number of matched Hosted Records is calculated by multiplying the number of input records by the "multi match" value. For example, if ten input records are run against a multiple matched value of five, this will yield 50 matched Hosted Records, if every input record results into five matches.)

Licensed Metric	Database Storage (GB)	File Storage (GB)	Bandwidth
Hosted Record	N/A	N/A	N/A

Additional Restrictions

The Oracle Account Enrichment Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Account Enrichment Cloud Service at any one time (e.g., You may not purchase or use Cloud Service part numbers B75366 and B75367 during any same period of time).
- You may use the D&B Companies Hosted Records in only one of the following Oracle Cloud application suites:
- Oracle Sales and Service Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
- Oracle Marketing Cloud suite
- Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
- Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
- Oracle Cloud BI Apps suite

To use the Hosted Records in more than one of the Oracle Cloud application, You may be required to purchase additional Oracle Account Enrichment subject to additional fees.

Oracle Cloud Policies

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

ORACLE FUSION SALES OPTIONS

Oracle Fusion Sales and Service Limited User Cloud Service – Hosted Named User

Part #: B89673

Users of the Oracle Fusion Sales and Service Limited User Cloud Service are authorized to access the following modules:

- Allows authorized employees limited use of Oracle Fusion Sales and Service as follows:
  - Read reports
  - Create Service Requests
  - Create notes, comments, and activities (tasks, appointments, and call reports) and add attachments to them
  - Approve transactions configured using process composer.
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Sales and Service Limited User Cloud Service is subject to usage limits based on the base offering it is associated with Your order. No additional environments or storage are provided.

Oracle Cloud Policies

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

Oracle Fusion Partner Relationship Management for Partners Cloud Service – Hosted Named User

Part #: B67281

Users of the Oracle Fusion Partner Relationship Management for Partners Cloud Service are authorized to access the following module:

- Oracle Fusion Partner Relationship Management for Partners allows external partner users to access Sales and PRM data. External partner users can sign into Your Oracle Fusion Sales and PRM application to manage Sales and PRM objects.
- Incentive Compensation for Partners (Partner Payments, MDF Consumption, Extended Mobile Access for Partner Payments).
- Transparent Data Encryption.

Usage Limits

The Oracle Fusion Partner Relationship Management for Partners Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
  - Authorized Users of Oracle Fusion Partner Relationship Management for Partners and Incentive Compensation for Partners are limited to external partner users and cannot be Your internal employees. An external partner is defined as a partner contact with an active user account.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records*)	File Storage (MB)	Bandwidth
Hosted Named User (one Authorized User)	5,000	25	N/A

* For the purposes of Oracle Fusion Partner Relationship Management for Partners, Record is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee, or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within Your environment is 5,000 times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased 100 Hosted Named User licenses under Your Ordering Document, Your total storage capacity within Your environment for all such Hosted Named Users is 500,000 Records). The maximum aggregate files that may be stored within Your environment for all Your Hosted Named Users, regardless of the number of Records, is equal to 25 MB of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased 100Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 2.5 GB).

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

Oracle Fusion Data Quality Cloud Service – Hosted 1,000 Records
Part #: B91072

Users of the Oracle Fusion Data Quality Cloud Service are authorized to access the following module:

- Oracle Fusion Data Quality
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Data Quality Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted 1,000 Records) as defined in Your order.
- No additional storage is provided.

Oracle Cloud Policies

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

ORACLE FUSION SERVICE BASES

Oracle Fusion Service Enterprise Cloud Service – Pooled Named User
Part #: B95945

Users of the Oracle Fusion Service Enterprise Cloud Service are authorized to access the following modules:

- Service
    - Service Request and Queue Management
    - Case Management
    - Omni Channel Routing
    - Service Entitlement & SLA Milestones
    - Email Management for Service
    - Knowledge Management
    - Internal Help Desk for Employees (non-HR)
    - Chat for Agents
- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
- Platform
    - Visual Builder
    - Applications Extensibility Framework
    - Transparent Data Encryption

Usage Limits

The Oracle Fusion Service Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Pooled Named User) as defined in Your order.
- Excepting Fusion Service applications running in the US or UK Government environments, Visual Builder Cloud Service may be used to extend commercial template apps included with Oracle Digital Customer Service. This covers creating user interface applications that connect to the commercial Fusion Service solution and using Visual Builder Cloud Service with extensions added to commercial Fusion Service created through Application Composer.

- Oracle will provision two environments for this Oracle Fusion Service Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Pooled Named User:

Licensed Metric	Database Storage (Records*)	File Storage (MB)	Bandwidth
Pooled Named User (one Authorized User)	180,000	1,000	N/A

* For the purposes of Oracle Fusion Service, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Field Service Cloud Service – Pooled Named User
Part# B110413

Oracle Fusion Field Service Cloud Service provides access to the following modules or functions:

- Mobile worker enablement via native mobile applications with offline capabilities
- Mobile worker management
- Booking and optimization based on machine learning
- Where's My Technician

Usage Limits
The following usage limits are allocated per production and non-production instance:

- A maximum number of authorized users as set forth in Your order
- Oracle Fusion: Oracle will provision two (2) environments for this Oracle Cloud Enterprise Applications. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- Conversational user interface functionality.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable

as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

ORACLE FUSION SERVICE OPTIONS

Oracle Fusion Digital Customer Service Cloud Service – 1,000 Pooled Sessions
Part #: B96469

Oracle Fusion Digital Customer Service Cloud Service provides access to the following modules or functions:

- Oracle Digital Customer Service
- Visual Builder
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Digital Customer Service Cloud Service is subject to usage limits based on:

- A maximum number of Pooled Sessions per Service Period (starting on the first day of the Service Period, as defined in Your order).
- Digital Customer Service (DCS); DCS is intended to serve end-customers, and the Pooled Sessions metric is intended to capture that value. Implementation and use patterns that fall outside of this scope may be disallowed. You must not target a DCS application to users other than Your end-customers.

You will also not attempt to circumvent Pooled Sessions metering via workarounds (for example, by authenticating as one user but completing tasks on behalf of other users, or by attempting to leverage a non-metered API when executing interactions on behalf of an end customer).

- System access; system access that is not representative of an end-customer interaction (for example, an integration script for data syncing) does not require the consumption of Pooled Sessions.
- DCS; DCS relies on Visual Builder and Oracle Fusion Service Cloud Service to provide its customer experience. As such, the functionality of DCS may be impacted, in part or in full, during maintenance windows of those services.
- Environments; Oracle will provision two environments for this Oracle Fusion Digital Cloud Service by default. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. If You purchase additional service environments, the same quantity of Oracle Fusion Digital Cloud Service environments will be provisioned so that the services map 1:1.

Usage Limits

Visual Builder is subject to the following limits:

- In order to support the implementation, administration, and run-time delivery of the DCS experience, access to a set of designer, configuration, and portal run-times ("platform tools") is included with Pooled Sessions. Specifically, access to Visual Builder is included, with an included allocation of a Visual Builder instance. Use of Visual Builder is not required; You may create a custom portal by accessing the service APIs directly.
- Pooled Sessions do not include an entitlement to: (1) create Visual Builder applications targeted to employees or staff, (2) create Visual Builder applications that have no end-customer support application interactions, or (3) run Visual Builder applications that consume more than the allotted storage, compute, or bandwidth (if You exceed Your contracted limits, Oracle reserves the right to disable the service or charge and collect for overage).
- Oracle will provision two environments for Oracle Visual Builder. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. If You purchase additional service environments, the same quantity of Oracle Visual Builder environments will be provisioned so that the services map 1:1.

Usage Compliance

Oracle will meter compliance usage limits based on:

- The usage of Pooled Sessions for all interactions through Digital Customer Service, Visual Builder, and Oracle Service Cloud APIs.

Oracle Cloud Policies

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

FUSION MARKETING BASES

Oracle Fusion Customer Data Platform Cloud Service – 1,000 Profiles

Part #: B110317

Users of the Oracle Fusion CDP Cloud Service are authorized to access the following:

- Data Management
- Integrations
- Intelligence
- Segments
- Analytics
- Real-time Data Collection and Streams
- Behaviors

Usage Limits

The Oracle Fusion Customer Data Platform Cloud Service is subject to usage limits based on:

- A maximum number of profiles as set forth by your order.
- A maximum number of 50,000 sessions, where sessions are defined by website, mobile app, or mobile website activity and a session is counted each time a visitor or user visits a site or app. All events collected in a single session that can be attributed to the same visitor, user, or device are associated and counted as a single session. Sessions are timed out after thirty minutes of inactivity, two hours, or 500 events, whichever occurs first.
- Oracle will provision one (1) production environment and one (1) non-production environment for this Oracle Fusion Cloud Service.
- Jobs are tasks to transfer data or to complete system processes (e.g., ingest data, export data, run intelligence models or identity resolution, etc.). For optimal performance, adhere to these limits.
- A maximum of 10 concurrent jobs across all environments.
- A maximum of 500 scheduled jobs in a single calendar day.
- A maximum of 1,000 records per second for batch ingestion API.
- A maximum of 500 records per second for streaming event API.
- If Your usage exceeds any or all of the number of maximum concurrent jobs, maximum jobs in a calendar day, maximum number of records per second as set forth herein, Oracle may, in its sole discretion, take proportional remediation action, including limiting use of affected services.
- If You use a third-party service in connection with this service (e.g., You use this service to transmit data from or to a third-party), then You must adhere to all applicable third-party terms (e.g., terms of use, advertising policies, and equivalents).
- Oracle can regulate incoming data collected through its real-time streaming pipeline to maintain service performance and availability.

Oracle Cloud Policies

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

FUSION MARKETING OPTIONS

Oracle Fusion Marketing Orchestration Cloud Service – 10,000 Contacts
Part #: B110319

Users of the Oracle Fusion Marketing Orchestration Cloud Service are authorized to access the following:

- Multi-channel marketing orchestration through programs, tactics, and automations
- Email, landing page, block, and form designers
- Content and media asset management
- Opportunity identification
- Analytics

Usage Limits
Oracle Fusion Marketing Orchestration Cloud Service is subject to the following usage limits:
- A maximum number of contacts as set forth by Your order.
- Oracle charges for the peak number of contacts stored, and if the peak number of contacts exceeds the number of authorized contacts, you are required to purchase additional quantities of contacts.
- Oracle will provision one (1) production environment and one (1) non-production environment for this Oracle Fusion Cloud Service.
- Email throughput may vary with overall system load, complexity of email content, and number of concurrent sending activities.

Oracle Cloud Policies

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

Oracle Fusion Customer Data Platform Additional Sessions Cloud Service – 1,000 Pooled Sessions

Part #: B111776

Users of the Oracle Fusion Customer Data Platform Additional Sessions Cloud Service are authorized to access the following:

- Additional Sessions as defined by Your order.

Usage Limits

Oracle Fusion Customer Data Platform Additional Sessions Cloud Service is subject to the following usage limits:

- A maximum number of Sessions as set forth in Your order.

Oracle Cloud Policies

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

FUSION DATA INTELLIGENCE

Oracle Fusion CX Analytics Cloud Service – Hosted Named User

Part #: B95495

The Fusion CX Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Sales and other Oracle Cloud Services as specified in the documentation.

Usage Limits

The Oracle Fusion CX Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Users as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Named Users. Based on various factors including Your usage patterns, the type of queries run by the Hosted Named Users and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion sources first before loading any other data.

Oracle Cloud Policies

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

Oracle Fusion CX Analytics – Hosted Employee

Part #: B110542

The Oracle Fusion CX Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Sales and other Oracle Cloud Services as specified in the documentation.

Usage limits:

The Fusion CX Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Employees as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service is reserved for the supported Oracle Fusion CX Analytics Cloud Service and other Oracle Cloud Services as specified in the documentation.

Oracle Cloud Policies:

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

ORACLE FUSION CPQ CLOUD SERVICE

Oracle Fusion CPQ Cloud Service – Hosted Named User

Part #: B111751

Users of Oracle Fusion CPQ Cloud Service are authorized to access the following:

- Product Selection and Configuration
- Pricing Portal and Deal Management
- Quotes and Transactions

Usage Limits

The Oracle Fusion CPQ Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- Oracle will provision 1 production environment and 1 test environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion CPQ Channel User Cloud Service – Hosted Named User
Part #: B111752

Users of Oracle Fusion CPQ Channel User Cloud Service are authorized to access the following:

- Oracle Fusion CPQ Channel User Cloud Service

Usage Limits

The Oracle Fusion CPQ Channel User Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
    - Authorized Users of Oracle Fusion CPQ Channel User Cloud Service are limited to external partner users (e.g., authorized distributor or reseller) and cannot be Your internal employees. An external partner is defined as a partner contact with an active user account.

Usage Compliance

Oracle will meter compliance usage limits based on:

- The total number of unique enabled Channel Users identified in any monthly billing period.

Oracle Cloud Policies

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

Oracle Fusion CPQ External API Access Cloud Support - 1000 Interactions
Part #: B111753

Users of Oracle Fusion CPQ External API Access Cloud Service are authorized to access the following:

- Oracle Fusion CPQ External API Access Cloud Service
- Oracle Commerce Cloud External API Access Cloud Service

Usage Limits

The Oracle Fusion CPQ External API Access Cloud Service is subject to usage limits based on:

- A maximum number of 1,000 API Calls as defined in your order.
- A single API Call is defined as a call to the API framework provided by the Fusion CPQ Application.
- Oracle Fusion CPQ External API Access Cloud Service is intended to serve machine-to-machine integration tasks, and the External API Access metric is intended to capture that value. Usage that is represented as machine-to-machine traffic but shows patterns of a human interaction (e.g., multiple logins, transaction submission) are subject to compliance review. Human interactions should use the Commerce for CPQ Cloud Service 1000 Pooled Sessions, Fusion CPQ Cloud Service Hosted Named User or Fusion CPQ Channel User Cloud Service Hosted Named User.
- Commerce Cloud Service: External API Access traffic must identify itself through the use of an Authorized API Key. Traffic without a valid key may be identified as Pooled Session usage or denied at the customer's discretion.

Oracle Cloud Policies

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

Oracle Commerce for CPQ Cloud Service – 1,000 Pooled Sessions
Part #: B110678

Oracle Commerce for CPQ Cloud Service provides access to the following modules or functions:

- Oracle Commerce Cloud Service

Usage Limits

The Oracle Commerce for CPQ Cloud Service is subject to usage limits based on:

- A maximum number of Pooled Sessions per Services Period (starting on the first day of the Services Period, as defined in Your order).
- With the purchase of the minimum number of Oracle Commerce for CPQ Pooled Sessions, users of Fusion CPQ Cloud Service and Fusion CPQ Channel Users will have access to Oracle Commerce Cloud Service.
- Requests to the Oracle Commerce Cloud Admin application and its endpoints are subject to a rate limit of 5 requests per second for publishing and bulk-update actions and 100 requests per second for all other actions.
- Commerce Cloud Service: Commerce Cloud is intended to serve external end users, and the 1,000 Pooled Sessions metric is intended to capture that value. Usage that is represented as a session but shows patterns of a machine-to-machine integration (e.g., high login volume, high numbers of calls per

session, etc.) are subject to review of license compliance. Machine-to-Machine interactions should use the Fusion CPQ External API Access Cloud Support 1000 Interactions metric.

- Environments: Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use, and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- Usage is subject to peak loads calculated on an annualized basis over the term of your subscription:

Sessions Units Per Annum (1 Unit = 1,000 Session)	Maximum Sessions per Hour
25,000 – 100,000	11,000
100,001 – 500,000	55,000
500,001 – 1,000,000	105,000
1,000,001 – 1,500,000	170,000
1,500,001 – 2,000,000	220,000
2,000,001 and higher	340,000

Usage Compliance

Oracle will meter compliance usage limits based on the usage of 1,000 Pooled Sessions for all interactions through Commerce Cloud.

Oracle Cloud Policies

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

Oracle Fusion CPQ Connector Cloud Service for Salesforce - Hosted Named User

Part #: B111754

Oracle Fusion CPQ Connector Cloud Service for Salesforce provides an integration between a CPQ Hosted Name User (e.g. Internal User) and a Salesforce Internal User.

Users of Oracle Fusion CPQ Connector Cloud Service for Salesforce are authorized to access the following:

- Oracle CPQ Connector Cloud Service for Salesforce

Third-Party License Requirements

If You use Oracle in combination with a Salesforce Service Org other than Force.com ("Merged Org"), Oracle is solely responsible for providing the Oracle Cloud Services to You. With respect to any Merged Org, You acknowledge and understand that (i) access to such Org, including Force.com, may be suspended due to Your non-payment to Salesforce or other breach of Your agreement with Salesforce and (ii) in the event Your relationship with Salesforce is terminated, the subscription to Force.com would also be terminated. In no case will any such termination or suspension give rise to any liability of Salesforce to You for a refund or other compensation.

As used in the ordering document or the Agreement and whether or not capitalized, the terms "OEM Products" and "Separately Licensed Third Party Technology" shall have the same meaning, and the terms and "User Guide" and "Program Documentation" shall have the same meaning.

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

Oracle Fusion CPQ Connector Cloud Service for Salesforce External User Pack - 10 External Connector Users
Part #: B111755

Oracle Fusion CPQ Connector Cloud Service for Salesforce External User Pack provides an integration between a CPQ Cloud Channel user and Salesforce Communities user.

Users of Oracle Fusion CPQ Connector Cloud Service for Salesforce External User Pack are authorized to access the following:

- Oracle Fusion CPQ Connector Cloud Service for Salesforce External User Pack

Third-Party License Requirements
If You use Oracle in combination with a Salesforce Service Org other than Force.com ("Merged Org"), Oracle is solely responsible for providing the Oracle Cloud Services to You. With respect to any Merged Org, You acknowledge and understand that (i) access to such Org, including Force.com, may be suspended due to Your non- payment to Salesforce or other breach of Your agreement with Salesforce and (ii) in the event Your relationship with Salesforce is terminated, the subscription to Force.com would also be terminated. In no case will any such termination or suspension give rise to any liability of Salesforce to You for a refund or other compensation.

As used in the ordering document or the Agreement and whether or not capitalized, the terms "OEM Products" and "Separately Licensed Third Party Technology" shall have the same meaning, and the terms and "User Guide" and "Program Documentation" shall have the same meaning.

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

ORACLE INTELLIGENT ADVISOR CLOUD SERVICE

Oracle Intelligent Advisor Cloud Service – 1,000 Interactions

Part #: B91205

Users of the Oracle Intelligent Advisor Cloud Service are authorized to access the following modules:

- Oracle Intelligent Advisor Interviews
- Oracle Intelligent Advisor Determinations API
- Oracle Intelligent Advisor Hub
- Oracle Policy Modeling

Usage Limits

Oracle Intelligent Advisor Cloud Service is subject to usage limits based on:

- A maximum number of Oracle Intelligent Advisor Cloud Service advice interactions per month.
- Up to three environments. One environment is dedicated for production use. The other two environments are for non-production use. Additional environments may be purchased for additional fees. The non-production environments are subject to no more than 10,000 interactions per month – for pre-production use only.
- The following limits are per subscription:
    - Six concurrent API requests
    - 1,000 active deployments
    - 1,000 Hub user accounts
- The following usage limits apply per 1,000 Interactions:

Licensed Metric	Database Storage (MB)	File Storage (MB)	Bandwidth
1,000 Interactions	10,240 MB with subscription 1,024 MB with each additional 10,000 Interactions purchased	Included in Database storage	240 MB per 1,000 Interactions

Oracle Cloud Policies

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

Oracle Policy Automation for Workers Cloud Service – Hosted Employee

Part #: B88872

Users of Oracle Policy Automation for Workers Cloud Service are authorized to access the following modules:

- Oracle Policy Automation for Workers Cloud Service

Usage Limits

Oracle Policy Automation for Workers Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- One Oracle RightNow Instance Cloud Service (B68550), for Oracle Policy Automation only, with the first purchase of Oracle Policy Automation for Workers Cloud Service.
- An additional 512 MB of monthly bandwidth per 1,000 Hosted Employees.

Oracle Cloud Policies

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

Oracle Additional Test Environment For Oracle Intelligent Advisor Cloud Service – Test Environment

Part #: B93303

An Oracle Additional Test Environment for Intelligent Advisor provides for the hosting and maintenance of an additional Intelligent Advisor Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. An additional Intelligent Advisor Test environment is subject to no more than 10,000 interactions per month. Certain programs and optional services may not be able to run in the Additional Test Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

Oracle Intelligent Advisor for United States Government Cloud Service – Each

Part #: B96472

This product is available in the United States only.

The Oracle Intelligent Advisor for United States Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal Information Security Framework as defined by FISMA including NIST SP 800-37, NIST SP 800-

53, and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.

ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

The Oracle Intelligent Advisor Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard, or Subject Alternative Name configurations.

Oracle Cloud Policies

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

Oracle Intelligent Advisor for United States Department of Defense Cloud Service – Each

Part #: B96473

This service is available in the United States only.

Oracle Intelligent Advisor for United States Department of Defense Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Department of Defense Enterprise Cloud Service Broker (ECSB) Cloud Security Model Impact Level 4 SaaS baseline. The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to the Risk Management Framework as defined by NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual verification by security guards.

ATO support from a U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP and ECSB Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP and ECSB requirements and good practices for managing and structuring FedRAMP and ECSB authorization documentation packages.

Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP and ECSB authorization results. Oracle reserves the right to manage the cloud service as appropriate to meet FedRAMP and ECSB requirements.

This Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations.

Oracle Cloud Policies

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

Oracle Intelligent Advisor for United Kingdom Government Cloud Service – Each

Part #: B96474

This product is available in the United Kingdom only.

For this Oracle Intelligent Advisor for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR.

Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that (1) Oracle has the continued ability to sponsor applications for SC clearance; and/or (2) a central government department has agreed to sponsor individuals for SC clearance where required by Oracle.

The Oracle Intelligent Advisor for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles.   Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations.

Oracle Cloud Policies

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

Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud – Hosted Environment

Part #: B95025

Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud is the same as the associated Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Additional licensed options and or modules that have been purchased for the associated Oracle Sales Planning Cloud Service for Oracle Engagement Cloud also apply to Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Each Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud will automatically terminate at the end of the Service Period.

Usage Limits

The Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud defined above is subject to usage limits based on:

- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Cloud Policies

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

ORACLE FUSION CUSTOMER EXPERIENCE FOR COMMUNICATIONS

Oracle Customer Experience for Communications – Fusion Launch Cloud Service – 100K Subscribers

Part #: B92714

Users of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service are authorized to access the following modules:

- Oracle Customer Experience for Communications – Fusion Launch Cloud Service
- Transparent Data Encryption

Usage Limits

Oracle Customer Experience for Communications – Fusion Launch Cloud Service – 100K Subscribers is subject to usage limits based on:

- A maximum number of 100,000 Subscribers as set forth in Your order.
- Limited use of Oracle Fusion Product Management Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Product Management Cloud Service for other lines of business that are not identified in Your order requires additional licenses. Every 100K Subscribers You purchase will grant You access to one user of the Oracle Fusion Product Management Cloud Service in the context of its use in the Oracle Customer Experience for Communications - Fusion Launch Cloud Service.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications – Fusion Launch Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications – Fusion Launch Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision two environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Oracle Customer Experience for Communications – Fusion Launch Cloud Service – 50M Revenue Under Management

Part #: B92715

Users of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service are authorized to access the following modules:

- Oracle Customer Experience for Communications – Fusion Launch Cloud Service
- Transparent Data Encryption

Usage Limits

Oracle Customer Experience for Communications – Fusion Launch Cloud Service – 50M Revenue Under Management is subject to usage limits based on:

- A maximum number of 50M Revenue Under Management as defined in Your order.
- Limited use of Oracle Fusion Product Management Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Product Management Cloud Service for other lines of business that are not identified in Your order requires additional licenses. Every 50M Revenue Under Management You purchase will grant You access to ten users of the Oracle Fusion Product Management Cloud Service in the context of its use in the Oracle Customer Experience for Communications – Fusion Launch Cloud Service.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications – Fusion Launch Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications – Fusion Launch Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision two environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

Oracle Cloud Policies

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

Additional Test Environment for Oracle Customer Experience for Communications Cloud Service – Each

Part #: B92718

Users of the Oracle Additional Test Environment for Customer Experience for Communications Cloud Service are authorized to access the following modules:

An Additional Test Environment for Oracle Customer Experience for Communications Cloud Service provides for the hosting and maintenance of one additional Test Environment for either CX4C Launch or CX4C Care, which is a reasonably similar replica of Your Production Service Environment for nonproduction use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance

or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment. Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

Oracle Customer Experience for Utilities – Fusion Agent Service Cloud Service – Billable Service Customer

Part #: B95373

Users of the Oracle Customer Experience for Utilities – Fusion Agent Service Cloud Service are authorized to access the following modules:

- Oracle Utilities Agent Service
- Service Request Management, Knowledge Management, Service Request Queue Management, Chat, Email Management for Service, Omni Channel Routing, Service Entitlement & SLA Milestones
- Customer Data Management: Customer Hub, Accounts, Contacts, Households
- Visual Builder for Oracle Utilities Service Extensions
- Transparent Data Encryption

Usage Limits

Oracle Customer Experience for Utilities – Fusion Agent Service Cloud Service – Billable Service Customer is subject to usage limits based on:

- A maximum number of Billable Service Customers per month as defined in Your order.
- Limited use of Oracle Service Cloud capabilities only for the line of business identified in Your order.
- Visual Builder Cloud Service (VB) may be used to extend Fusion Agent Service Cloud Service. This covers extending user interface applications that connect to the Customers Experience for Utilities Advanced Customer Care solution and using VB with extensions. Creating applications that connect to systems outside of Customers Experience for Utilities Advanced Service application requires a separate Visual Builder license.
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Sales and Service Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the 1 environments are dedicated for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum number of records that may be uploaded and stored within Your Fusion environment is 45 times the total number of Billable Service Customers purchased by You under Your ordering document. A Record is defined as is an active Account/Organization, Contact/Person,* Opportunity, Lead, Activity, Custom Object [top level], Resource. Note: active Account/Organization would include Partner, Competitor, etc. Contact/Person would include Partner Contacts.

  * Excluded from the definition of Person are Persons containing only any/all of the HR_EMPLOYEE, VIRTUAL_ASSISTANT, HR_CONTINGENT_WORKER, and HR_NON_WORKER party usages.

Oracle Cloud Policies

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

Oracle Customer Experience for Utilities – Fusion Sales Cloud Service – Hosted Named User

Part #: B98206

Users of the Oracle Customer Experience for Utilities – Fusion Sales Cloud Service are authorized to access the following modules:

- Sales Force Automation: Leads & Opportunity Management, Activities, Notes and Attachments, Email Integration, Mobile Application & Offline Platform, Sales Coach & Assessments, Sales Forecast Management, Sales Analytics, and Asset Management
- Sales Performance Management, Territory Management, and Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management, Customer Hub, Accounts, Contacts, and Households
- Partner Relationship Management for Channel Managers
- Service Request Management and Knowledge Management
- Conversational user interface functionality.
- Integration Suite APIs to Oracle CIS for Utility customers using Oracle CIS
- Transparent Data Encryption

Usage Limits

Oracle Customer Experience for Utilities – Fusion Sales Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Visual Builder Cloud (VB) may be used to extend commercial Fusion Sales and Service applications. This covers creating user interface applications that connect to the commercial Fusion Sales and Service solution and using VB with extensions added to commercial Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- The maximum number of records that may be uploaded and stored within Your Fusion environment is 180,000 times the total number of Hosted Named Users purchased by You under Your ordering document. A record is defined as an active Account/Organization, Contact/Person*, Opportunity, Lead, Activity, Custom Object [top level], Resource. Note: active Account/Organization would include Partner, Competitor, etc. Contact/Person would include Partner Contacts.

  * Excluded from the definition of Person are Persons containing only any/all of the HR_EMPLOYEE, VIRTUAL_ASSISTANT, HR_CONTINGENT_WORKER, and HR_NON_WORKER party usages.

Oracle Cloud Policies

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

ORACLE FUSION HUMAN CAPITAL MANAGEMENT (HCM PILLAR)

Oracle Fusion Human Capital Management Base Cloud Service – Hosted Employee

Part #: B85800

Users of the Oracle Fusion Human Capital Management Base Cloud Service are authorized to access the following modules or functionalities:

- Oracle Fusion Global Human Resources
- Oracle AI-Based Dynamic Skills (where applicable)
- Oracle Fusion Journeys including Onboarding
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Modeling and Predictions
- Oracle Fusion Global Payroll Interface
- Oracle Transactional Business Intelligence
- Oracle Fusion Work Life Solutions
- Transparent Data Encryption
- Conversational user interface functionality.

Usage Limits

The Oracle Fusion Human Capital Management Base Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Employee (one Authorized User)	5	N/A	N/A

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will

be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent.   Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

ORACLE FUSION HUMAN CAPITAL MANAGEMENT – OPTIONAL SKUS (HCM PILLAR)

Oracle Fusion Advanced Human Capital Management Controls Cloud Service – Hosted Employee
Part #: B89448

Users of Oracle Fusion Advanced Human Capital Management Controls Cloud Service are authorized to access the following modules:

- Advanced Human Capital Management Controls
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Advanced Human Capital Management Controls Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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

Oracle Fusion Human Resource Help Desk Cloud Service – Hosted Employee
Part #: B87388

Users of the Oracle Fusion Human Resource Help Desk Cloud Service are authorized to access the following features for internal Help Desk purposes:

- Capture, assign and update Service Requests and Cases for employees.
- Track activities (tasks, appointments) related to Internal Help Desk Service Requests for Fusion HCM, Fusion ERP, Fusion SCM, Fusion Sales or Fusion Service purposes.
- Oracle Knowledge Management for internal employee Help Desk purposes.
- Capability to integrate with Human Resource Help Desk Service Requests and/or Internal Help Desk Service Requests using public APIs and file-based import/export.
- Transparent Data Encryption.

Usage Limits

Oracle Fusion Human Resource Help Desk Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Storage and bandwidth limits are based on Your Oracle Fusion Human Capital Management Cloud Service. No additional storage or bandwidth is provided.

Oracle Cloud Policies

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

Oracle Fusion Recruiting Cloud Service – Hosted Employee

Part #: B87675

Users of Oracle Fusion Recruiting Cloud Service are authorized to access the following modules:

- Oracle Recruiting
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Recruiting Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee.*

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee	5	N/A	N/A

* Consistent with Oracle Fusion HCM Base Cloud Service. Unrestricted usage for candidates data.

Oracle Cloud Policies

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

Oracle Fusion Recruiting Booster Cloud Service – Hosted Employee

Part #: B95763

Users of Oracle Fusion Recruiting Cloud Service are authorized to access the following modules:

- Oracle Fusion Recruiting Booster Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Recruiting Booster Cloud Service is subject to usage limits based on:

- The maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- The number of environments for this Oracle Cloud Service; Oracle will provision two environments for this Oracle Cloud service: one environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee*	5	N/A	N/A

* Consistent with Oracle Fusion HCM Base Cloud Service. Unrestricted usage for candidates' data.

This Oracle Cloud Service may include a resume parsing capability based on services provided by a third-party vendor. Your use of this functionality is optional and requires Your explicit activation. The vendor may not have or maintain FedRAMP or other such certifications consistent with Oracle services. By activating and using this third-party service, You acknowledge that (1) Oracle is not responsible for such certifications, (2) this third-party service meets Your requirements and (3) Your data may be processed by the third-party vendor.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for Canada – Hosted Compensated Individual

Part #: B110323

Users of the Oracle Fusion Payroll Cloud Service for Canada are authorized to access the following modules:

- Payroll Cloud Service for Canada
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for Canada is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for China – Hosted Compensated Individual

Part #: B110327

Users of the Oracle Fusion Payroll Cloud Service for China are authorized to access the following modules:

- Payroll Cloud Service for China
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for China is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for France – Hosted Compensated Individual

Part #: B109618

Users of Oracle Fusion Payroll Cloud Service for France are authorized to access the following modules:

- Payroll Cloud Service for France
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for France is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) – Hosted Compensated Individual

Part #: B110326

Users of the Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) are authorized to access the following modules:

- Oracle Fusion Payroll for Bahrain
- Oracle Fusion Payroll for Kuwait
- Oracle Fusion Payroll for Oman
- Oracle Fusion Payroll for Qatar
- Oracle Fusion Payroll for Saudi Arabia
- Oracle Fusion Payroll for United Arab Emirates
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for Ireland – Hosted Compensated Individual

Part #: B109619

Users of Oracle Fusion Payroll Cloud Service for Ireland are authorized to access the following modules:

- Payroll Cloud Service for Ireland
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for Ireland is subject to usage limits based on:

- Maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for India – Hosted Compensated Individual

Part #: B110328

Users of the Oracle Fusion Payroll Cloud Service for India are authorized to access the following modules:

- Payroll Cloud Service for India
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for India is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.

- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for Mexico – Hosted Compensated Individual

Part #: B110324

Users of the Oracle Fusion Payroll Cloud Service for Mexico are authorized to access the following modules:

- Payroll Cloud Service for Mexico
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for Mexico is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for the United Kingdom – Hosted Compensated Individual

Part #: B110325

Users of the Oracle Fusion Payroll Cloud Service for the United Kingdom are authorized to access the following modules:

- Payroll Cloud Service for United Kingdom
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for the United Kingdom is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for nonproduction use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Cloud Service for the United States – Hosted Compensated Individual
Part #: B110322

Users of the Oracle Fusion Payroll Cloud Service for the United States are authorized to access the following modules:

- Payroll Cloud Service for the United States
- Oracle Fusion Cash Management (restricted use)

Usage Limits

The Oracle Fusion Payroll Cloud Service for the United States is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Payroll Core Cloud Service – Hosted Compensated Individual
Part #: B110329

Users of Oracle Fusion Payroll Core Cloud Service are authorized to access the following modules:

- Oracle Fusion Payroll Core

The Payroll Core Cloud Service is limited to processing payroll for Your Hosted Compensated Individuals in locations specified on Your order. You may not access or use the Oracle Fusion Payroll Core Cloud Service to process payroll for Your Hosted Compensated Individuals in any other location.

You shall be solely responsible for maintaining and adjusting all configurations as needed, including, but not limited to, any withholding rates and rules and statutory deductions and for complying with all applicable local laws and regulations affecting Your use of the Oracle Fusion Payroll Core Cloud Service.

If Your order specifies a partner to assist with configurations to comply with local requirements, You agree to maintain the services of this partner (or such other qualified partner as approved by Oracle) during the Service Term.

Oracle shall not be liable to You or any third party if the Oracle Fusion Payroll Core Cloud Service does not support or accommodate any specific local payroll related laws or regulations.

Usage Limits
The Oracle Fusion Payroll Core Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individuals) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Maximum of five person records for each Hosted Compensated Individual subscribed.

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

Oracle Fusion Workforce Compensation Cloud Service – Hosted Compensated Individual
Part #: B109620

Users of Oracle Fusion Workforce Compensation Cloud Service are authorized to access the following modules:

- Oracle Fusion Workforce Compensation Cloud Service
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Workforce Compensation Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Compensated Individual) as defined in Your order.

- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Workforce Health and Safety Incidents Cloud Service – Hosted Employee

Part #: B89482

Users of the Oracle Fusion Workforce Health and Safety Incidents Cloud Service are authorized to access the following modules:

- Fusion Oracle Fusion Workforce Health and Safety Incidents Cloud Service
- Transparent Data Encryption

Users of Oracle Fusion Workforce Health and Safety Incidents Cloud Service are defined as the end users of the actual program as well as Your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits

The Oracle Fusion Workforce Health and Safety Incidents Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Learning Cloud Service – Hosted Named User

Part #: B85242

Users of the Oracle Fusion Learning Cloud Service are authorized to access the following modules:

- Oracle Fusion Learning
- Oracle Fusion Grow

- Talent Profile (limited use for the Learning Outcomes and Pre-requisites functionality only)
- Transparent Data Encryption

Users of Oracle Fusion Learning Cloud Service are defined as the end users of the actual program as well as Your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits

The Oracle Fusion Learning Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Names User (one Authorized User)	5	N/A	N/A

Oracle Cloud Policies

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

Oracle Fusion Time and Labor Cloud Service – Hosted Named User

Part #: B75365

Users of the Oracle Fusion Time and Labor Cloud Service are authorized to access the following modules:

- Oracle Fusion Time and Labor Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Time and Labor Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named user) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second enbvironment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	5	N/A	N/A

Oracle Cloud Policies

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

Oracle Fusion Talent Management Cloud Service – Hosted Named User

Part #: B94925

Users of Oracle Fusion Talent Management Cloud Service are authorized to access the following modules:

- Oracle Fusion Performance Management Cloud Service
- Oracle Fusion Goal Management Cloud Service
- Oracle Fusion Talent Review and Succession Planning Cloud Service
- Oracle Fusion Career Development Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Talent Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User (one Authorized User)	5	N/A	N/A

Oracle Cloud Policies

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

Oracle Fusion Communicate Cloud Service – Hosted Employee

Part #: B95499

Users of Oracle Fusion Communicate Cloud Service are authorized to access the following modules:

- Oracle Fusion Communicate Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Communicate Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Learning Connect Cloud Service – Hosted Named User

Part #: B95657

Users of Oracle Fusion Learning Connect Cloud Service are authorized to access the following modules:

- Oracle Fusion Learning Connect Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Learning Connect Cloud Service is subject to usage limits based on:

- Maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Fusion Learning Connect Cloud Service requires Fusion Learning Cloud Service (B85242). The subscribed quantities of these products must match.

Oracle Cloud Policies

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

Oracle Fusion Touchpoints Cloud Service – Hosted Named User

Part #: B95573

Users of Oracle Fusion Touchpoints Cloud Service are authorized to access the following modules:

- Oracle Fusion Touchpoints Cloud Service
- Oracle Fusion Celebrate Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Touchpoints Cloud Service is subject to usage limits based on:

- Maximum number of Authorized Users (Hosted Employee) as defined in Your order
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Workforce Scheduling Cloud Service – Hosted Named User

Part #: B98207

Users of Oracle Fusion Workforce Scheduling Cloud Service are authorized to access the following modules:

- Oracle Fusion Workforce Scheduling Cloud Service

Usage Limits

The Oracle Fusion Workforce Scheduling Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Fusion Workforce Labor Optimization Cloud Service – Hosted Managed Resource

Part #: B107959

Users of the Fusion Workforce Labor Optimization Cloud Service are authorized to access the following modules or functionalities:

- Fusion Workforce Labor Optimization Cloud Service

Usage Limits

The Fusion Workforce Labor Optimization Cloud Service is subject to usage limits based on:

- A maximum number of Managed Resources as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

ORACLE FUSION ENTERPRISE RESOURCE PLANNING (ERPM PILLAR)

Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Named User

Part #: B91079

Users of Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Named User are authorized to access Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Named User which includes:

- Financials Cloud Service
- Fusion Financial Reports Center Cloud Service
- Advanced Collections Cloud Service
- Revenue Management Cloud Service
- Grants Management Cloud Service
- Project Contract Billing Cloud Service
- Project Financials Cloud Service
- Project Management Cloud Service

- Automated Invoice Processing – Requires Oracle Fusion Document Recognition Cloud Service – Hosted 1,000 Records (B73948 or B99686)
- Joint Venture Management
- Lease Accounting
- Fusion Transactional Business Intelligence Cloud Service
- Conversational user interface functionality.
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service – Hosted Named User

Part #: B91080

Users of Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service – Hosted Named User are authorized to access Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service – Hosted Named User which includes:

- Self Service ERP Reporting Access
  - View Access to reports generated from: Oracle Transactional Business Intelligence, Business Intelligence Publisher, Financial Reporting Web Studio.
    - View access to corresponding transaction and inquiry screens via natively supported drill-down paths from above report types.
  - Report retrieval via distribution channels including Financial Reporting Center, email and Digital Assistant.
- Self Service Approval for ERP transactions and workflows
  - View access to corresponding transactions and workflows via natively supported drill-down paths from email and worklist approvals.
- Self Service ERP Transactions
  - Expenses: Expense entry and approval.
  - Bill Management: Invoice view, Invoice print, make payment, dispute transaction
  - Time and Labor: Capture, maintain, and approve project related time entries.
  - Task Management: View project plan, create tasks, track progress, manage deliverables, issues and change orders.
  - Resource Management: Maintain skills and qualifications, and areas of expertise, view project assignment schedules, maintain non-available time.
- Transparent Data Encryption.
- Conversational user interface functionality.

Usage Limits

Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage

environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Risk Management Cloud Service – Hosted Named User

Part #: B91081

Users of Oracle Fusion Risk Management Cloud Service – Hosted Named User are authorized to access Oracle Fusion Risk Management Cloud Service – Hosted Named User which includes:

- Fusion Advanced Access Controls Cloud Service
- Fusion Advanced Financial Controls Cloud Service
- Includes ten users of Fusion Financial Reporting Compliance Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Risk Management Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The required subscription quantity for this cloud service is the sum of the subscription quantity for Oracle Fusion Enterprise Resource Planning (or Financials) Cloud Service and the subscription quantity for Oracle Fusion Procurement (or Purchasing) Cloud Service.

Oracle Cloud Policies

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

Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Named User

Part #: B81510

Users of the Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Named User are authorized to access the following module:

- Fusion Financial Reporting Compliance – Hosted Named User
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Financial Reporting Compliance Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Procurement Cloud Service – Hosted Named User

Part #: B91082

Users of Oracle Fusion Procurement Cloud Service – Hosted Named User are authorized to access Oracle Fusion Procurement Cloud Service – Hosted Named User which includes:

- Fusion Purchasing Cloud Service
- Fusion Procurement Contracts Cloud Service
- Fusion Sourcing Cloud Service
- Fusion Supplier Portal Cloud Service
- Fusion Supplier Qualification Management Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Procurement Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Procurement for Self Service Cloud Service – Hosted Named User

Part #: B91083

Users of Oracle Fusion Procurement for Self Service Cloud Service – Hosted Named User are authorized to access Oracle Fusion Procurement for Self Service Cloud Service – Hosted Named User which includes:

- Fusion Self Service Procurement Cloud Service
- Fusion Enterprise Contracts Essential User Cloud Service (read-only access and deliverables management for all contract types)
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Procurement for Self Service Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at <u>www.oracle.com/contracts</u>.

Oracle Fusion Accounting Hub Cloud Service – Hosted 1,000 Records

Part #: B87855

Users of the Oracle Fusion Accounting Hub Cloud Service – Hosted 1,000 Records are authorized to access the following module:

- Oracle Fusion Accounting Hub Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Accounting Hub Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Records.

- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Document Recognition Cloud Service – Hosted 1,000 Records

Part #: B99686

This service was formerly known as Oracle Fusion WebCenter Forms Recognition Cloud Service – Hosted 1,000 Records. Oracle Fusion Document Recognition Cloud Service – Hosted 1,000 Records includes:

- Document creation using document recognition technology appropriate to Your Fusion Cloud environment for Payables Invoices
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Document Recognition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted 1,000 Records) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Avalara Global Indirect Tax Cloud Service – Hosted 1,000 Records

Part #: B110330

Users of the Oracle Avalara Global Indirect Tax Cloud Service are authorized to access the following modules:

- Oracle Avalara Global Indirect Tax

Usage Limits

The Oracle Avalara Global Indirect Tax Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted 1,000 Records) as defined in Your order.

- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Avalara North America Tax Returns Cloud Service – Hosted Tax Returns

Part #: B110331

Users of the Oracle Avalara North America Tax Returns Cloud Service are authorized to access the following module:

- Oracle Avalara North America Tax Returns

Country Restrictions

The Oracle Avalara North America Tax Returns Cloud Service is subject to usage restrictions:

- Limited to tax returns filed in the United States of America and Canada

Usage Limits

The Oracle Avalara North America Tax Returns Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted Tax Returns) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

ORACLE FUSION SUPPLY CHAIN MANAGEMENT (ERPM PILLAR)

Oracle Fusion Order Management Cloud Service – Hosted Named User
Part #: B93429

Users of Oracle Fusion Order Management Cloud Service – Hosted Named User are authorized to access Oracle Fusion Order Management Cloud Service – Hosted Named User.

The service includes:

- Order Management Cloud Service
- Global Order Promising Cloud Service
- Pricing Cloud Service
- Configurator Cloud Service
- Enterprise Contracts Cloud Service
- Channel Revenue Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Order Management Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- A maximum number of 5,000 Order Lines per Hosted Named User.
- Enterprise Contracts usage is limited solely to implement and process Order Management Cloud Service Sales Agreements functionality.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected

to use with a given Custom AI Agent.   Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

Oracle Fusion Order Management Cloud Service – 10,000 Pooled Order Lines
Part#: B111914

Users of the Oracle Fusion Order Management Cloud Service – 10,000 Pooled Order Lines are authorized to access the following services(s) and features:

- Additional Order Lines for the Oracle Fusion Order Management Cloud Service

Usage Limits
Oracle Fusion Order Management Cloud Service – 10,000 Pooled Order Lines is subject to usage limits:

- A maximum number of Order Lines as defined in Your order

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

Oracle Product Management – Oracle Fusion Product Management Cloud Service – Hosted Named User

Part #: B91056

Users of the Oracle Fusion Product Management Cloud Service – Hosted Named User are authorized to access to Oracle Fusion Product Management Cloud Service – Hosted Named User.

The service includes:

- Innovation Management Cloud Service
- Innovation Management Ideation Cloud Service
- Product Development Cloud Service
- Product Hub Cloud Service
- Product Hub Portal Cloud Service
- Quality Management Cloud Service
- Configurator Modeling Cloud Service
- Supplier Portal Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Product Management Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Hosted Named User as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently

verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Product Management Reviewer Cloud Service – Hosted Named User

Part #: B95242

Users of the Oracle Fusion Product Management Reviewer Cloud Service – Hosted Named User are authorized to access to Oracle Fusion Product Management Reviewer Cloud Service – Hosted Named User, subject to the limitations set forth below, which includes:

- Fusion Product Management Cloud Service
- Fusion Supplier Portal Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Product Management Reviewer Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Hosted Named Users as set forth in Your order.
- Users designated as Internal Product Management Reviewers may only read or review information managed through the user interface/web services of the following Product Management applications: Innovation Management, Product Development, Product Hub, Quality Management, Configurator Modeling. Internal Product Management Reviewer Named Users are also able to participate in Product Management workflows (including change, quality, innovation, and new item request workflows) only for the purposes of reviewing, approving, rejecting or receiving notifications. Internal Product Management Reviewer users will have the ability to download/access reports but do not have the ability to create, update, delete, import/export, or publish any product or related data through the user interface, import, FBDI or web services.

- Users designated as External Product Manager Reviewers (For example: suppliers, contract manufacturers, vendors, distributors, etc.) that requires access to create, view, upload/download products, items, documents, related data, reports and participation in approval/review/creation of related workflows must perform these actions through the Product Management Supplier Portal task flows in the Supplier Portal in the Fusion Procurement Cloud Service. External users accessing Product Management Cloud through the standard user interface or web services are considered full use and must be licensed as such. Reviewer User(s) shall not have the ability to use any of the following advanced features and capabilities: Import Workbench, Mass Update, Advanced Catalog Management, Publication Framework, Item Business Rules, GTIN and Spoke System Relationships, Packaging Hierarchy, and GDSN subscription framework.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Supply Chain Execution Cloud Service – Hosted Named User

Part #: B91057

Users of the Oracle Fusion Supply Chain Execution Cloud Service – Hosted Named User are authorized to access to Oracle Fusion Supply Chain Execution Cloud Service – Hosted Named User.

The service includes:

- Manufacturing Cloud Service
- Maintenance Cloud Service
- Inventory Management Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

Your use of the Oracle Fusion Supply Chain Execution Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- For the avoidance of doubt, this service does not include CX Helpdesk.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Supply Planning Cloud Service – Hosted Named User
Part #: B91059

Users of Oracle Fusion Supply Planning Cloud Service – Hosted Named User are authorized to access Oracle Fusion Supply Planning Cloud Service – Hosted Named User.

The service includes:

- Supply Planning Cloud Service
- Planning Central Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Supply Planning Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Demand Management Cloud Service – Hosted Named User

Part #: B91060

Users of the Oracle Fusion Demand Management Cloud Service – Hosted Named User are authorized to access Oracle Fusion Demand Management Cloud Service – Hosted Named User.

The service includes:

- Demand Management Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Demand Management Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Sales and Operations Planning Cloud Service – Hosted Named User

Part #: B91061

Users of the Oracle Fusion Sales & Operations Planning Cloud Service – Hosted Named User are authorized to access Oracle Fusion Sales & Operations Planning Cloud Service – Hosted Named User.

The service includes:

- Sales & Operations Planning Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Sales & Operations Planning Cloud Service – Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently

verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Supply Chain Collaboration Cloud Service – Hosted Named User

Part #: B87862

Users of the Oracle Supply Chain Collaboration Cloud Service are authorized to access the following module:

- Supply Chain Collaboration Cloud Service
- Supplier Portal Cloud Service (restricted use)
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Supply Chain Collaboration Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Limited use of Supplier Portal Cloud Service by external trading parties restricted to Supply Chain Collaboration functionality.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to

B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

Oracle Fusion SCM Analytics – Hosted Named User
Part #: B94572

Users of Oracle Fusion SCM Analytics are authorized to access the following module:

- Pre-packaged metrics from Oracle Financials and SCM Cloud Service

Usage Limits
Oracle Fusion Supply Chain Collaboration is subject to usage limits based on:

- A maximum number of Hosted Named Users as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Named Users. Based on various factors

including Your usage patterns, the type of queries run by the Hosted Named Users and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.

- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies

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

Oracle Fusion SCM Analytics – Hosted Employee

Part #: B95478

Users of Oracle Fusion SCM Analytics are authorized to access the following module:

- Pre-packaged metrics from Oracle Financials and SCM Cloud Service

Usage Limits

Oracle Fusion Supply Chain Collaboration is subject to usage limits based on:

- A maximum number of Hosted Employees as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies

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

Oracle Fusion Enterprise Contracts Cloud Service – Hosted Named User

Part #: B86732

Users of the Oracle Fusion Enterprise Contracts Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Enterprise Contracts Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Enterprise Contracts Essential User Cloud Service – Hosted Named User

Part #: B86733

Users of the Oracle Fusion Enterprise Contracts Essential User Cloud Service are authorized to access the following module:

- Limited use of Oracle Fusion Enterprise Contracts for contracts search, viewing contract details and documents and deliverables management
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Enterprise Contracts Essential User Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

ORACLE WAREHOUSE MANAGEMENT (ERPM PILLAR)

Oracle Warehouse Management Enterprise Cloud Service – Hosted Named User

Part #: B90536

Users of the Oracle Warehouse Management Enterprise Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Enterprise Cloud Service
- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits

Your use of the Oracle Warehouse Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named User as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply regarding the use of web reports:

Number of Hosted Named Users	Maximum Number of Simultaneous Web Reports
1 – 200	5
201 – 400	10
401 – 600	15
601 and higher	20

You are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

Oracle Cloud Policies

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

Oracle Warehouse Management for United Kingdom Government Cloud Service – Each

Part #: B99702

This service is available in the United Kingdom only.

For this Oracle Warehouse Management for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR. Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that (1) Oracle has the continued ability to sponsor applications for SC clearance; and/or (2) a central government department has agreed to sponsor individuals for SC clearance where required by Oracle. if requested to do so. The Oracle Warehouse Management for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:

· Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service

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

Oracle Warehouse Management for United States Government Cloud Service – Each

Part #: B111915

Users of the Oracle Warehouse Management for United States Government Cloud Service are authorized to access the following:

This service is available in the United States only.

The Oracle Warehouse Management for U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual

verification by security guards. Oracle Global Support is included with this offering. ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This offering includes the following:

- Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

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

Oracle Warehouse Workforce Management Cloud Service – Hosted Named User
Part #: B90537

Users of the Oracle Warehouse Workforce Management Cloud Service are authorized to access the following modules:

- Oracle Warehouse Workforce Management Cloud Service

Usage Limits
Your use of the Oracle Warehouse Workforce Management Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Workforce Management Cloud Service uses the storage provided under Your Oracle Warehouse Management Enterprise Edition Cloud Service.

Customers are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

Oracle Cloud Policies

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

Oracle Warehouse Management Automation Cloud Service – Warehouse Facility

Part #: B90538

Users of the Oracle Warehouse Management Automation Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Automation Cloud Service

Usage Limits

Your use of the Oracle Warehouse Management Automation Cloud Service is subject to usage limits based on:

- A maximum number Warehouse Facilities as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Management Automation Cloud Service uses the storage provided under Your Oracle Warehouse Management Enterprise Cloud Service.

Oracle Cloud Policies

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

Additional Test Environment for Warehouse Management Cloud Service – Test Environment

Part #: B87752

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities but may not be used for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits

Your use of the Oracle Additional Test Environment defined above is subject to usage limits based on:

- A maximum number of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time

Expansions of Your Oracle Cloud Services beyond Your number of Authorized Users may result in additional fees.

Oracle Cloud Policies

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

ORACLE FUSION STUDENT CLOUD SERVICE

Oracle Fusion Student Management Cloud Service – Hosted FTE Student
Part #: B86932

Users of the Oracle Fusion Student Management Cloud Service are authorized to access the following module:

- Oracle Fusion Campus Community
- Oracle Fusion Student Financials
- Oracle Fusion Student Records
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

As part of the Oracle Fusion Student Management Cloud Service, You are authorized to access the following modules only for the purposes set forth herein:

- Accounts Receivable to support the creation and management of the student account modeled as a customer in AR and the corresponding generated financial transactions modeled using core transactions in AR limited to invoices, credit memos, receipts, payment application, and refunds.
- Payments solely to support the processing of student payments (credit card and AFT) for any course offered via Oracle Fusion Student Management Cloud Service.

Usage Limits
The Oracle Fusion Student Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted FTE Student) as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Cloud Service) is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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

Oracle Student Aid Eligibility Cloud Service – Student Aid Applicant
Part #: B96220

Users of Oracle Student Aid Eligibility Cloud Service are authorized to access the following module:

- Student Aid Eligibility

- Product capabilities and their related task queues, administrative, configuration and reporting functions:
  - ISIR Processing
  - Document Management
  - Professional Judgement
  - Student/Parent Self Service (ISIR Only Mode)

Usage Limits
The Oracle Student Aid Eligibility Cloud Service:

- A maximum number of Student Aid Applicants.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a test environment for non-production use. Additional environments may be purchased subject to additional fees.

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

Oracle Student Financial Planning Cloud Service – Student Aid Recipient
Part #: B96221

Users of Oracle Student Financial Planning Cloud Service are authorized to access the following module:

- Student Financial Planning. Full use of all product capabilities, including Packaging/Awarding, Disbursing, and Exit Processing.

Usage Limits
The Oracle Student Financial Planning Cloud Service

- A maximum number of Student Aid Recipients

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

Additional Test Environment for Student Financial Planning Cloud Service – Test Environment
Part #: B91435

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing.

Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Test Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT (ERPM PILLAR)

Oracle Enterprise Performance Management Standard Cloud Service – Hosted Named User
Part #: B91073

Users of Oracle Enterprise Performance Management Standard Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Standard Cloud Service

Usage Limits
The Oracle Enterprise Performance Management Standard Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- This Cloud Service entitles the customer to use any one of the following Business Processes:
    - Account Reconciliation: Does not include Transaction Matching. Does not support Task Manager Integrations.
    - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Does not support Task Manager Integrations, customization of Groovy scripts and Enterprise Journals.
    - Narrative Reporting: Does not include Disclosure Management
    - Planning includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning) and includes only one Custom Planning Cube and one Custom Reporting Cube. Includes Scenario Modeling. Does not include Custom and Free Form applications. Does not allow for the creation or customization of Groovy Scripts. Does not support Task Manager Integrations.
- Oracle will provision two environments for this Oracle Cloud Service.
    - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
    - Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service – Hosted Environment subject to additional fees.
- Additional subscriptions may be purchased subject to additional fees.

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

Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service – Hosted Environment

Part #: B91076

Users of Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service are authorized to access the following Cloud Service:

- Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service

Usage Limits

The Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User). as purchased with Oracle Enterprise Performance Management Standard Cloud Service.
- This Cloud Service entitles the customer to use any one of the following Business Processes.
  - Account Reconciliation: Does not include Transaction Matching. Does not support Task Manager Integrations.
  - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Does not support Task Manager Integrations, customization of Groovy scripts and Enterprise Journals.
  - Narrative Reporting: Does not include Disclosure Management
  - Planning includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning) and includes only one Custom Planning Cube and one Custom Reporting Cube. Includes Scenario Modeling. Does not include Custom and Free Form applications. Does not allow for the creation or customization of Groovy Scripts. Does not support Task Manager Integrations.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional subscriptions may be purchased subject to additional fees.
- Each Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service must be associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Management Standard Cloud Service. Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Named User

Part #: B91074

Users of Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits
The Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User).
- This Cloud Service entitles the customer to use any of the following Business Processes:
    - Account Reconciliation, including Transaction Matching and Task Manager Integrations.
    - Enterprise Data Management, restricted to 5,000 records (five "Hosted 1,000 Records").
    - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
    - FreeForm.
    - Narrative Reporting, including Disclosure Management.
    - Planning includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
    - Profitability and Cost Management.
    - Tax Reporting.
- Oracle will provision two environments for this Oracle Cloud Service for use with any one Business Process above.
    - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
    - Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Environment.
- Additional subscriptions may be purchased subject to additional fees.

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

Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Employee
Part #: B91075

Users of Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits
The Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- This Cloud Service entitles the customer to use any of the following Business Processes:
  - Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  - Enterprise Data Management, no record restriction.
  - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  - FreeForm.
  - Narrative Reporting, including Disclosure Management.
  - Planning includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
  - Profitability and Cost Management.
  - Tax Reporting.
- Oracle will provision two environments for this Oracle Cloud Service for use with any one Business Process above.
  - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
  - Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Environment.
- Additional subscriptions may be purchased subject to additional fees.

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

Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Environment
Part #: B91077

Users of Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits

The Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User / Hosted Employee) as purchased with Oracle Enterprise Performance Management Enterprise Cloud Service.
- This Cloud Service entitles the customer to use any one of the following Business Processes:
  o Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  o Enterprise Data Management.
    ▪ Restricted to five "Hosted 1,000 Records" (not expandable) when this Oracle Cloud Service is purchased with Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Named User
    ▪ Unrestricted "Hosted 1,000 Records" when this Oracle Cloud Service is purchased with Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Employee
  o Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  o FreeForm.
  o Narrative Reporting, including Disclosure Management.
  o Planning includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
  o Profitability and Cost Management.
  o Tax Reporting.
- Oracle will provision two environments for this Oracle Cloud Service for use with any one Business Process above.
  o One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
  o Subscriptions for additional environments / Business Processes of this Oracle Cloud Service must be additionally ordered and provisioned.
- Each Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service must be associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Management Enterprise Cloud Service. Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

Oracle Enterprise Data Management Cloud Service – Hosted Employee

Part #: B91078

Users of Oracle Enterprise Data Management Cloud Service are authorized to access the following module or functionality:

- Oracle Enterprise Data Management Cloud Service

Usage Limits

The Enterprise Data Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional subscriptions may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Enterprise Data Management Cloud Service – Hosted 1,000 Records

Part #: B91920

Users of the Oracle Enterprise Data Management Cloud Service are authorized to access the following module:

- Oracle Enterprise Data Management Cloud Service

Usage Limits

The Oracle Enterprise Data Management Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Records as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage for the Oracle Enterprise Data Management Cloud Service cannot exceed 150 GB.

Oracle Cloud Policies

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

Oracle Additional Environments for Enterprise Data Management (EDM) Cloud Service – Test Environment

Part #: B94392

Oracle Additional Environments for Enterprise Data Management (EDM) Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Oracle Additional Environments for Enterprise Data Management (EDM) Cloud Service is the same as the schedule for the associated Oracle Enterprise Data Management (EDM) Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Enterprise Data Management (EDM) Cloud Service also apply to Oracle Additional Environments for Oracle Enterprise Data Management (EDM) Cloud Service. Each Oracle Additional Environments for Oracle Enterprise Data Management (EDM) Cloud Service must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Data Management (EDM) Service. Oracle Additional Environments for Enterprise Data Management (EDM) Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

Oracle Enterprise Performance Management for United Kingdom Government Cloud Service – Each

Part #: B88524

This service is available in the United Kingdom only.

For Oracle Enterprise Performance Management for United Kingdom Government Cloud, Your Content is hosted within a UK based primary data center. Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent.

UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that Oracle has the continued ability to sponsor applications for SC clearance; and/or a central government department has agreed to sponsor individuals for SC clearance where required by Oracle.
The Oracle Enterprise Performance Management for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles.

Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

Limitations

Oracle does not offer Disaster Recovery with defined Recovery-Point Objectives (RPO) and Recovery-Time Objectives (RTO) for the Oracle Enterprise Performance Management for United Kingdom Government Cloud Service. Rather, Oracle periodically makes backups of production data for Oracle's sole use to limit data loss and service downtime in the event of a disaster.

Oracle Cloud Policies

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

Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management – Each

Part #: B93432

The Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management is an optional Oracle Cloud Service for implementation only with Enterprise Performance Management Cloud Services, including Enterprise Data Management Cloud Services and available only in the European Union. The Service provides that for Enterprise Performance Management:

- "Your Content" (as defined in the master agreement governing Your order) will reside in data centers located only in countries that are member states of the European Union (EU).
- Oracle staff who may access Your Content pursuant to the EU Restricted Access Cloud Service will be EU-based staff.

Limitations

The EU Restricted Access Cloud Service is an add-on Oracle Cloud Service for implementation with the Enterprise Performance Management Cloud Services, including Enterprise Data Management Cloud Services. An order for Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Enterprise Performance Management Cloud Service(s). Likewise, once European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management has been purchased, any subsequent renewal must also include European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management.

Any migration of Your Content from pre-existing cloud service instances to Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management instances or from EU Restricted Access Cloud Service instances to standard cloud service instances is the sole responsibility of the customer; the European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management does not include migration assistance from Oracle.

The Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management Cloud Service does not scan uploaded files for viruses.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

ORACLE LOGISTICS CLOUD SERVICE (ERPM PILLAR)

Oracle Transportation Management Cloud Service – Hosted $M Freight Under Management

Part #: B91099

Users of Oracle Transportation Management Cloud Service – Hosted $M in Freight Under Management are authorized to access Oracle Transportation Management Cloud Service – Hosted $M in Freight Under Management.

Usage Limits

The Oracle Transportation Management Cloud Service – Hosted $M in Freight Under Management is subject to usage limits based on:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision two instances per deployment (production and non-production).
- Additional instances may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Transportation Operational Planning Cloud Service – Hosted $M Freight Under Management

Part #: B91100

Users of the Oracle Transportation Operational Planning Cloud Service – Hosted $M in Freight Under Management are authorized to access Oracle Transportation Operational Planning Cloud Service – Hosted $M in Freight Under Management.

Usage Limits

The Oracle Transportation Operational Planning Cloud Service – Hosted $M in Freight Under Management is subject to usage limits based on:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision two instances for this Oracle Cloud Service (production and non-production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Transportation Operational Planning Cloud Service uses the storage provided under Your Oracle Transportation Management Cloud Service.

Oracle Cloud Policies

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

Oracle Fleet Management Cloud Service – Hosted $M Freight Under Management

Part #: B85238

Users of the Oracle Fleet Management Cloud Service are authorized to access the following module:

- Oracle Fleet Management Cloud Service

Usage Limits

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

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision two instances for this Oracle Cloud Service (production and non-production).
- Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fleet Management Cloud Service uses the storage provided under Your Oracle Transportation Management Cloud Service.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Oracle Logistics Network Modeling Cloud Service – Hosted $M Freight Under Management

Part #: B90903

Users of the Oracle Logistics Network Modeling Cloud Service are authorized to access the following modules:

- Oracle Logistics Network Modeling Cloud Service

Usage Limits

Your use of the Oracle Logistics Network Modeling Cloud Service is subject to usage limits based on:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision three instances for this Oracle Cloud Service (one production and two nonproduction).

- Additional instances may be purchased subject to additional fees.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Oracle Global Trade Management Cloud Service – Hosted $M in Revenue

Part #: B91101

Users of Oracle Global Trade Management Cloud Service – Hosted $Million in Revenue are authorized to access the following modules:

- Oracle Global Trade Management Cloud Service

Usage Limits

The Oracle Global Trade Management Cloud Service – Hosted $Million in Revenue is subject to usage limits based on:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue).
- Oracle will provision two instances for this Oracle Cloud Service (production and non-production).
- Additional instances may be purchased subject to additional fees.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Database Replication Enablement for Oracle Transportation & Global Trade Management Cloud Service – Each

Part #: B91919

An integration that allows replication of data from the Oracle Transportation Management or Global Trade Management Cloud Service production and one named test or development database, via the Golden Gate data replication engine, to populate an Oracle database that exists in the Oracle Cloud, for the purposes of using as a read-only copy to ultimately populate an external data warehouse.

Usage Limits

The Database Replication Enablement for Oracle Transportation & Global Trade Management Cloud Service is subject to usage limits based on:

- Can only be enabled on production and one named other environment: test or dev. It cannot be moved to other environments.
- The Service may be temporarily disrupted during Disaster Recovery.
- This service provides access to the raw data model (no views). Any changes made to the data model during upgrades or patching could potentially disrupt any of these integration access flows.
- Any changes made to the SaaS database hosting OTM may require customer in-house reports to be updated.
- For the non-production environment, You will be limited to four P2Ts or P2Ds per year. Also, re-enabling replication after a P2T / P2D could take up to seven days.
- You must already own Golden Gate, Oracle Database, and storage subscriptions for the target environment.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Additional Test Environment for Oracle Transportation Management and Global Trade Management Cloud Service – Test Environment
Part #: B78958

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits
The Oracle Additional Test Environment defined above is subject to usage limits based on:

- A maximum number of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time.
- Future expansions of Your Oracle Cloud Services may result in additional fees.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Oracle Transportation and Global Trade Management for United Kingdom Government Cloud Service – Each

Part #: B95498

This service is available in the United Kingdom only.

For this Oracle Transportation and Global Trade Management for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR. Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that (1) Oracle has the continued ability to sponsor applications for SC clearance; and/or (2) a central government department has agreed to sponsor individuals for SC clearance where required by Oracle. if requested to do so. The Oracle Transportation and Global Trade Management for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:

- Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service

Oracle Cloud Policies

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

Oracle Transportation and Global Trade Management for United States Government Cloud Service – Each

Part #: B111823

Users of Oracle Transportation and Global Trade Management for U.S. Government Cloud Service are authorized to access the following:

This service is available in the United States only.

The Oracle Transportation and Global Trade Management for U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires five layers of security including biometric hand readers and visual

verification by security guards. Oracle Global Support is included with this offering. ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This offering includes the following:

- Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service - Each

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

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

Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service – Each
Part #: B95266

Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service consists of the following capabilities:

- Oracle Database Vault
- Oracle Break Glass

To use this Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service, You are required to first purchase and maintain either Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service. If the Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service lapse or otherwise end, this Oracle Cloud Service will also automatically end.

Oracle Database Vault
Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Oracle Database Vault is intended to increase the security of Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service by protecting application data from being accessed by privileged database users and controlling sensitive operations by using multi-factor authorization.

Oracle Break Glass

Oracle Break Glass enables You to restrict and control Oracle's access to Your data stored in the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database. By use of Oracle Break Glass, You control access to passwords required for data level access to the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database, thereby limiting access by Oracle personnel to Your Content residing within the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database. Your passwords are stored in a secured escrow account not generally accessible to Oracle Personnel who might otherwise have access to Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service.

During the Service Period of the Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service database, in order to perform service-related activities, such as maintenance, upgrades, support, and responding to service requests. If Oracle requires data layer access, Oracle will request approval from You through a workflow involving approvers both from Oracle and You. You may approve Oracle's access to the data level access passwords for a limited time period; the access will be revoked, and passwords changed after the time period defined by You for such data access. Upon Your request, Oracle will provide You with a report of such access.

Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service also allows You to control the master encryption key of Your Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service Transparent Data Encryption (TDE)-enabled database with the exception of Oracle SaaS at Customer Cloud Service Connected, Oracle SaaS at Customer Cloud Service Disconnected and Oracle SaaS at Customer Cloud Service in Country. By use of the Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service, You can generate a qualified master key to replace a system-generated key for the TDE-enabled database and can revoke or reset it later. Oracle requires use of the TDE master key to operate the database of the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service, but only retains a copy of the latest key provided by You. If the TDE master key is revoked or reset by You, the database will shut down and the services dependent on the database will become inaccessible, and no one, including Oracle, will be able to access encrypted data or perform any operation that requires access to Your database. You must provide the right version of the TDE master key to Oracle to restore services and database access or to restore an old backup.

Usage Limits

Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service is subject to usage limits as follows:

- Oracle will publish maintenance notifications in the Oracle Cloud Portal – You are required to check these notifications before performing any action related to managing TDE master keys to avoid conflicts with scheduled activity.
- No additional storage is provided.

Disclaimers

The Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, will be adversely impacted if You do not provide to Oracle the correct version of Your TDE master key in a timely manner, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

It is solely Your responsibility to keep the history of the TDE master key for the duration that matches Oracle Transportation Management Cloud Service's and Oracle Global Trade Management Cloud Service's backup and retention policy. Failure to provide Oracle with the correct TDE master key will result in data backup being unrecoverable. If the TDE master key is lost, access to the database will no longer be possible, resulting in a complete loss of data.

Your Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service may include additional functionality that does not utilize the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database, and that additional functionality is therefore not covered by the Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service (which Service enables You to restrict and control Oracle's access to Your data stored in the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database but are not part of the database, such as enhanced search. Any of that additional functionality that is not covered by Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service, the applicable Service Description will specifically denote that coverage.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Oracle Fusion Permitting and Licensing Cloud Service – Hosted Named User
Part #: B90142

Authorized Users of the Oracle Fusion Permitting and Licensing Cloud Service have access to the following:

- Oracle Fusion Permitting and Licensing contains permit, planning and zoning, code enforcement, online application and fee payment, inspections, communications, calendars, analytics and workflow functionality for city or county permits for community development activity.
- Oracle Fusion Permitting and Licensing also includes functionality designed to allow business owners or responsible parties to apply online to open and operate their enterprise within a city or county. Additionally, the software automates the business license amendment and renewal process.
- Customers can implement process definitions, fee schedules and migrate legacy data and records. A full and separate license is required for functions not associated with Oracle Fusion Permitting and Licensing process definitions, fee schedules, and legacy data migration.
- Conversational user interface functionality.
- Transparent Data Encryption.

Usage Limits

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision two environments of this Oracle Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a staging environment for non-production use. Additional environments may be purchased for additional fees.

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

Oracle Fusion Subscription Management Cloud Service – 1,000 Subscriptions
Part #: B90647

Users of the Oracle Fusion Subscription Management Cloud Service are authorized to access the following modules:

- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Subscription Management Cloud Service is subject to usage limits based on:

- A maximum number of Subscriptions as defined in Your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Fusion Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1,000,000 billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96 GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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

Oracle Fusion Subscription Management Cloud Service – 1,000 in ARR
Part #: B90648

Users of the Oracle Fusion Subscription Management Cloud Service are authorized to access the following modules:

- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Subscription Management Cloud Service is subject to usage limits based on:

- A maximum amount of ARR as defined in Your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Fusion Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1,000,000 billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96 GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Employee
Part #: B91084

Users of the Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Employee are authorized to access Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Employee.

The service includes:

- Financials Cloud Service
- Fusion Financial Reports Center Cloud Service
- Advanced Collections Cloud Service
- Revenue Management Cloud Service
- Grants Management Cloud Service
- Project Contract Billing Cloud Service
- Project Financials Cloud Service
- Project Management Cloud Service
- Automated Invoice Processing (requires B86841 Oracle Fusion Document Recognition Cloud Service – Hosted Employee)
- Joint Venture Management
- Lease Accounting
- Expenses
- Bill Management
- Project Resource Management
- Task Management
- Time and Labor for Projects
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption
- Conversational user interface functionality.

Usage Limits
The Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases

to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent.   Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

Oracle Fusion Risk Management Cloud Service – Hosted Employee
Part #: B91085

Users of Oracle Fusion Risk Management Cloud Service – Hosted Employee are authorized to access Oracle Fusion Risk Management Cloud Service – Hosted Employee.

The service includes:

- Transparent Data Encryption

Usage Limits
The Oracle Fusion Risk Management Cloud Service – Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).

- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Procurement Cloud Service – Hosted Employee

Part #: B91086

Users of Oracle Fusion Procurement Cloud Service – Hosted Employee are authorized to access Oracle Fusion Procurement Cloud Service – Hosted Employee.

The service includes:

- Fusion Purchasing Cloud Service
- Fusion Procurement Contracts Cloud Service
- Fusion Sourcing Cloud Service
- Fusion Supplier Portal Cloud Service
- Fusion Supplier Qualification Management Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Procurement Cloud Service – Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected

to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Employee
Part #: B86837

Users of the Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Employee are authorized to access the following module:

- Fusion Financial Reporting Compliance – Hosted Employee
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Financial Reporting Compliance Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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

Oracle Fusion Document Recognition Cloud Service – Hosted Employee

Part #: B86841

This service is formerly known as Oracle Fusion WebCenter Forms Recognition Cloud Service – Hosted Employee.

Oracle Fusion Document Recognition Cloud Service – Hosted Employee includes:

- Document creation using document recognition technology appropriate to Your Fusion Cloud environment for:
  - Payables Invoices
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Document Recognition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies

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

Oracle Fusion Order Management Cloud Service – Hosted Employee

Part #: B93430

Users of Oracle Fusion Order Management Cloud Service – Hosted Employee are authorized to access Oracle Fusion Order Management Cloud Service – Hosted Employee.

The service includes:

- Order Management Cloud Service
- Global Order Promising Cloud Service
- Pricing Cloud Service
- Configurator Cloud Service
- Enterprise Contracts Cloud Service
- Channel Revenue Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

The Oracle Fusion Order Management Cloud Service – Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- A maximum number of 200 Order Lines per Hosted Employee.
- Enterprise Contracts usage is limited solely to implement and process Order Management Cloud Service Sales Agreements functionality.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Product Management Cloud Service – Hosted Employee
Part #: B91063

Users of the Oracle Fusion Product Management Cloud Service – Hosted Employee are authorized to access Oracle Fusion Product Management Cloud Service – Hosted Employee

- Fusion Innovation Management Cloud Service
- Fusion Product Development Cloud Service
- Fusion Product Hub Cloud Service
- Fusion Product Hub Portal Cloud Service
- Fusion Quality Management Cloud Service
- Fusion Configurator Modeling Cloud Service
- Fusion Supplier Portal Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits
The Oracle Fusion Product Management Cloud Service – Hosted Employee User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Supply Chain Planning Suite – Hosted Employee
Part #: B91065

Users of Oracle Fusion Supply Chain Planning Suite are authorized to access the following modules:

- Oracle Supply Planning
- Oracle Demand Management
- Oracle Fusion Sales and Operational Planning
- Oracle Fusion Supply Chain Collaboration
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits

Oracle Fusion Supply Chain Planning Suite is subject to usage limits based on:

- A maximum number of Hosted Employee as set forth in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable

as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent. Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

Oracle Cloud Policies

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

Oracle Fusion Supply Chain Execution Cloud Service – Hosted Employee
Part #: B91064

Users of the Oracle Fusion Supply Chain Execution Cloud Service – Hosted Employee are authorized to access to Oracle Fusion Supply Chain Execution Cloud Service – Hosted Employee.

The service includes:

- Manufacturing Cloud Service
- Maintenance Cloud Service
- Inventory Management Cloud Service
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits

Your use of the Oracle Fusion Supply Chain Execution Cloud Service – Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee).

- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- For the avoidance of doubt, this service does not include CX Helpdesk.
- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in an environment.

Your allocation of AI Tokens granted herein is added to Your AI Token Pool. Per the usage limit below, consumption of tokens is deducted from this AI Token Pool each month. If the quantity in the pool decreases to zero during the Services Period, and You are continuing to use the applicable Oracle Cloud Service, You will be expected to replenish the pool sufficient to cover Your usage or acquire additional AI Tokens pursuant to B111575 Oracle Fusion AI Agents Additional Tokens Cloud Service. Any quantity of tokens remaining in the pool at the end of the Services Period will be forfeited and will not carry over to a renewal period.

If the LLM is provided by Oracle, Your use of the LLM may be subject to additional terms as described below and by using such LLM, You acknowledge and agree to abide by the terms specific to that LLM. If applicable as noted in the table below, Oracle will decrement Your allocation of AI Tokens for the LLM You have elected to use with a given Custom AI Agent.   Oracle reserves the right to update the additional terms associated with a given LLM or to update the token decrement status associated with a given LLM with prompt notice.

You understand that AI output may not always be accurate, complete, current, or appropriate for Your intended use. You are solely responsible for Your use of AI output and for reviewing and independently verifying the accuracy and appropriateness of AI output before Your use. AI output may not be unique, and other customers may receive similar output from the AI systems that are part of their Oracle Fusion Cloud Services.

Large Language Model	Additional Terms	Tokens Decremented
Cohere Command r=08	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT 5 mini	Appendix B	Yes
BYO LLM	You are solely responsible for the operation of the BYO LLM	No

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

Oracle Warehouse Management Enterprise Cloud Service – Hosted Employee
Part #: B91088

Users of the Oracle Warehouse Management Enterprise Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Enterprise Cloud Service
- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits

Your use of the Oracle Warehouse Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Employees as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply regarding the use of web reports:

Number of Hosted Named Users	Maximum Number of Simultaneous Web Reports
1 – 2,500	5
2,501 – 5,000	10
5,001 – 7,500	15
7,501 and higher	20

You are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

Oracle Cloud Policies

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

Oracle Warehouse Workforce Management Cloud Service – Hosted Employee

Part #: B91089

Users of the Oracle Warehouse Workforce Management Cloud Service are authorized to access the following modules:

- Oracle Warehouse Workforce Management Cloud Service

Usage Limits

Your use of the Oracle Warehouse Workforce Management Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Employees as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Workforce Management Cloud Service uses the storage provided under Your Oracle Warehouse Management Enterprise Edition Cloud Service.

Customers are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

Oracle Cloud Policies

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

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service – Each

Part #: B108220

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the following capabilities:

- Oracle Database Vault
- Oracle Break Glass

To use this Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service, You are required to first purchase and maintain Oracle Warehouse Management Cloud Enterprise Service. If the Oracle Warehouse Management Enterprise Cloud Service lapses or otherwise ends, this Oracle Cloud Service will also automatically end. Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the installation and configuration of the following Oracle database security option:

Oracle Database Vault

Oracle Database Vault is intended to increase the security of Oracle Warehouse Management Cloud Enterprise Service by protecting application data from being accessed by privileged database users and controlling sensitive operations by using multi-factor authorization.

Oracle Break Glass

Oracle Break Glass enables You to restrict and control Oracle's access to Your data stored in the Oracle Warehouse Management Cloud Enterprise Service database. By use of Oracle Break Glass, You control access to passwords required for data level access to the Oracle Warehouse Management Cloud Enterprise Service database, thereby limiting access by Oracle personnel to Your Content residing within the Oracle Warehouse Management Cloud Enterprise Service database. Your passwords are stored in a secured escrow account not generally accessible to Oracle Personnel who might otherwise have access to Oracle Warehouse Management Cloud Enterprise Service.

During the Service Period of the Oracle Warehouse Management Cloud Enterprise Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Warehouse Management Cloud Enterprise Service database, in order to perform service-related activities, such as maintenance, upgrades, support, and responding to service requests. If Oracle requires data layer access, Oracle will request approval from You through a workflow involving approvers both from Oracle and You. You may approve Oracle's access to the data level access passwords for a limited time period; the access will be revoked, and passwords changed after the time period defined by You for such data access. Upon Your request, Oracle will provide You with a report of such access.

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service also allows You to control the master encryption key of Your Oracle Warehouse Management Cloud Enterprise Service Transparent Data Encryption (TDE)- enabled database with the exception of Oracle SaaS at Customer Cloud Service Connected, Oracle SaaS at Customer Cloud Service Disconnected and Oracle SaaS at Customer Cloud Service in Country. By use of the Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service, You can generate a qualified master key to replace a system-generated key for the TDE-enabled database and can revoke or reset it later. Oracle requires use of the TDE master key to operate the database of the Oracle Warehouse Management Cloud Enterprise Service, but only retains a copy of the latest key provided by You. If the TDE master key is revoked or reset by You, the database will shut down and the services dependent on the database will become inaccessible, and no one, including Oracle, will be able to access encrypted data or perform any operation that requires access to Your database. You must provide the right version of the TDE master key to Oracle to restore services and database access or to restore an old backup.

Usage Limits

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is subject to usage limits as follows:

- Oracle will publish maintenance notifications in the Oracle Cloud Portal. You are required to check these notifications before performing any action related to managing TDE master keys to avoid conflicts with scheduled activity.
- No additional storage is provided.

Disclaimers

The Oracle Warehouse Management Enterprise Cloud Service and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, will be adversely impacted if You do not provide to Oracle the correct version of Your TDE master key in a timely manner, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g.,

loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

It is solely Your responsibility to keep the history of the TDE master key for the duration that matches Oracle Warehouse Management Enterprise Cloud Service's backup and retention policy. Failure to provide Oracle with the correct TDE master key will result in data backup being unrecoverable. If the TDE master key is lost, access to the database will no longer be possible, resulting in a complete loss of data.

Your Oracle Warehouse Management Enterprise Cloud Service may include additional functionality that does not utilize the Oracle Warehouse Management Enterprise Cloud Service database, and that additional functionality is therefore not covered by the Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service (which Service enables You to restrict and control Oracle's access to Your data stored in the Warehouse Management Enterprise Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Warehouse Management Enterprise Cloud Service database but are not part of the database, such as enhanced search. Any of that additional functionality that is not covered by Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service, the applicable Service Description will specifically denote that coverage.

Oracle Cloud Policies

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

ORACLE COMMERCE CLOUD (CX PILLAR)

Oracle Commerce Standard Cloud Service – 1,000 Page Views
Part #: B87812

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

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten Hosted Named Users)

Usage Limits

- A maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in Your order. Oracle Commerce Standard includes ten Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- A maximum number of Page Views as defined in Your order.
- A maximum amount of file storage as defined in Your order. Oracle Commerce Standard Edition includes 150 GB of file storage per instance across all environments.
- A maximum number of Oracle Commerce External API Access Requests as defined in Your order.
  - Oracle Commerce Standard Edition includes 12,000,000 Requests for the Oracle Commerce External API Access Cloud Service.
    Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile application.
  - Requests to Admin REST endpoints are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
- Oracle will provision three environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Page Views Set Forth in the Order (in Thousands)	Peak Capacity Limit (Page Views Per Hour)
10,000 or less	27,000
10,001 – 49,999	55,000
50,000 – 99,999	140,000
100,000 – 199,999	280,000
200,000 – 299,999	560,000
300,000 – 399,999	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000
1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000
1,700,000 – 1,799,999	4,700,000
1,800,000 – 1,899,999	4,900,000

1,900,000 – 1,999,999	5,200,000
2,000,000 or higher	5,500,000

Oracle Cloud Policies

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

Oracle Commerce Premium Edition Cloud Service – 1,000 Page Views
Part #: B90482

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

- Commerce Premium Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten Hosted Named Users)
- B2B

Usage Limits

- A maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in Your order. Oracle Commerce Premium Edition includes ten Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- A maximum number of Page Views as defined in Your order.
- A maximum amount of file storage as defined in Your order. Oracle Commerce Premium Edition includes 150 GB of file storage per instance across all environments.
- A maximum number of Oracle Commerce External API Access Requests as defined in Your order.
  - Oracle Commerce Standard Edition includes 12,000,000 Requests for the Oracle Commerce External API Access Cloud Service.
  - Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile application.
  - Requests to Admin REST endpoints are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
- Oracle will provision three environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use

and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Page Views Set Forth in the Order (in Thousands)	Peak Capacity Limit (Page Views Per Hour)
10,000 or less	27,000
10,001 – 49,999	55,000
50,000 – 99,999	140,000
100,000 – 199,999	280,000
200,000 – 299,999	560,000
300,000 – 399,999	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000
1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000
1,700,000 – 1,799,999	4,700,000

1,800,000 – 1,899,999	4,900,000
1,900,000 – 1,999,999	5,200,000
2,000,000 or higher	5,500,000

Oracle Cloud Policies

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

Oracle Commerce Premium Edition Cloud Service – Order
Part #: B94601

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

- Commerce Premium Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten Hosted Named Users)
- B2B

Usage Limits

- A maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in Your order. Oracle Commerce Premium Edition includes ten Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- A maximum number of Commerce Orders as defined in Your order.
- A maximum amount of file storage as defined in Your order. Oracle Commerce premium Edition includes 150 GB of file storage per instance across all environments.
- A maximum number of Oracle Commerce External API Access Requests as defined in Your order.
  - o Oracle Commerce Premium Edition includes 12,000,000 Requests for the Oracle Commerce External API Access Cloud Service.
  - o Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile application.
  - o Requests to Admin REST endpoints are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
- Oracle will provision three environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use

and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Orders as Described in the Order Document	Peak Capacity Limit (Page Views Per Hour)
1 – 49,999	27,000
50,000 – 249,999	55,000
100,000 – 499,999	140,000
500,000 – 999,999	280,000
1,00,000 – 1,499.999	560,000
1,500,000 – 1,999,999	840,000
2,000,000 – 2,499,999	1,100,000
2,500,000 – 2,999,999	1,400,000
3,000,000 – 3,499,999	1,700,000
3,500,000 – 3,999,999	2,000,000
4,000,000 – 4,499,999	2,200,000
4,500,000 – 4,999,999	2,500,000
5,000,000 – 5,499,999	2,800,000
5,500,000 – 5,999,999	3,000,000
6,000,000 – 6,499,999	3,300,000
6,500,000 – 6,999,999	3,600,000
7,000,000 – 7,499,999	3,800,000
7, 500,000 – 7,999,999	4,100,000
8,000,000 – 8,499,999	4,400,000
8,500,000 – 8,999,999	4,700,000

9,000,000 – 9,499,999	5,000,000
9,500,000 – 9,999,999	5,300,000
10,000,000 or more	5,600,000

Oracle Cloud Policies

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

Oracle Commerce Agent Console Cloud Service – Additional User – Hosted Named User

Part #: B82520

Users of Oracle Commerce Cloud Agent Console Cloud Service are authorized to access the following modules and features:

- Commerce Agent Console Cloud Service

You are required to purchase and maintain the Oracle Commerce Cloud Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits

The Oracle Commerce Agent Console Cloud Service is subject to usage limits as follows:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.

Oracle Cloud Policies

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

Oracle Commerce External API Access Cloud Service – 1,000 Requests

Part #: B82521

Users of Oracle Commerce External API Access Cloud Service are authorized to access the following modules and features:

- Oracle Commerce External API Access Cloud Service

You are required to purchase and maintain the Oracle Commerce Cloud Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits

The Oracle Commerce External API Access Cloud Service is subject to usage limits as follows:

- A maximum number of 1,000 Requests as defined in Your order.
- Oracle will provision two environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Requests Set Forth in the Order (in Millions)	Peak Capacity Limit (Requests Per Hour)
10	27,000
20	55,000
50	140,000
100	280,000
200	560,000
300	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000

1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000
1,700,000 – 1,799,999	4,700,000
1,800,000 – 1,899,999	4,900,000
1,900,000 – 1,999,999	5,200,000
2,000,000 or higher	5,500,000

Oracle Cloud Policies

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

Oracle Additional Test Environment for Commerce Cloud Service – Test Environment

Part #: B85346

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits

The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- A maximum number of two hundred and fifty (250) Authorized Users with no more than 20 concurrent users accessing the system at any one time.
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, seven days a week:

- Target System Availability 99.9%

Oracle Cloud Policies

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

OTHER ORACLE SERVICES

Oracle PCI Compliance Cloud Service – Each
Part #: B93112

The Oracle PCI Compliance Cloud Service provides attestation of adherence to the Payment Card Industry Data Security Standard (PCI DSS) for Oracle Fusion Cloud Services. The attestation is based on the PCI DSS standards applicable at the time of audit completion.

Oracle is certified as a Level 1 Payment Card Industry Service Provider for Oracle Fusion Cloud Services.

Credit card payment processing and tokenization is centralized within the Oracle Fusion Payments feature of Oracle Fusion Cloud Services and utilizes a supported payment gateway, details of which can be found in the program documentation.

For the duration of the Service Term, all services that utilize the Oracle Fusion Payments feature for credit card processing within Oracle Fusion Cloud Services as made available by Oracle, will remain compliant with the then current version of the PCI DSS standards, including maintenance requirements that are outlined in the program documentation.

All card holder data shall only flow between Your end-user's browser and the supported gateways. The Oracle PCI Compliance Cloud Service only receives PAN truncated to the last four digits and tokenized cardholder data from the supported payment gateways.

Oracle is not responsible for any data, code, files information, images, video or other content that You input into Oracle Fusion Cloud Services or for any aspect of Your online operation that is outside Oracle Fusion Cloud Services environment. You acknowledge and understand that, in using Oracle Fusion Cloud Services, You have the ability to introduce security risks and are responsible for maintaining PCI DSS complaint processes and controls to manage such risks.

Your Obligations
- Customer must contact Oracle Fusion Support to enable the Credit Card Payment Processing within Oracle Fusion Cloud Services.
- You are responsible for the agreements with supported payment gateways. Oracle Fusion Cloud Services only provide the integration that facilitates the credit card tokenization and payment processing with supported payment gateways.
- You must never send, receive, or store credit card numbers that aren't tokenized or truncated to PCI standards to Oracle Fusion Cloud Services.
- You must never create an inbound or outbound integration involving the transfer of credit card data including tokens sent via file, attachment, email, descriptive flexfield or any other attribute.

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

Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Named User

Part #: B111756

Users of the Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Named User are authorized to access to Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Named User.

The service includes:

- Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Named User

Usage Limits

Your use of the Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Named User is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)

Oracle Cloud Policies

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

Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Employee

Part #: B111757

Users of the Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Employee are authorized to access to Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Employee.

The service includes:

- Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Employee

Usage Limits

Your use of the Oracle Fusion Advanced Inventory Management Cloud Service - Hosted Employee is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee)

Oracle Cloud Policies

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

Oracle Integration Cloud Service for Oracle SaaS

Part #s: B91109, B91110

Description

Oracle Integration Cloud Service for Oracle SaaS	SKU	Metric
Oracle Integration Cloud Service for Oracle SaaS – Standard	B91109	1 Million Messages
Oracle Integration Cloud Service for Oracle SaaS – Enterprise	B91110	1 Million Messages

Oracle Integration Cloud Service for Oracle SaaS (all editions) is a cloud-based integration and process automation platform. The Oracle Integration for Oracle SaaS (all editions) tracks each 1 Million Message quantity per Month that is processed by each instance. The Oracle Integration Cloud Service for Oracle SaaS (all editions) requires a minimum of 1 Million Messages per Month per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage.

Users of the Oracle Integration Cloud Service for Oracle SaaS – Standard have access to the Oracle Integration Cloud Service for Oracle SaaS – Standard feature sets, which include the following capabilities:

- SaaS integration adapters
- Technology adapters
- Business object modeler
- Build Visual Apps
- Scheduled file transfer
- Oracle Identity Foundation Cloud Service

Usage Limits – Standard Edition

The Oracle Integration Cloud Service for Oracle SaaS – Standard is subject to the following:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size.
- Files or attachments over 1 MB and up to 1 GB in size are temporarily stored in the Oracle Integration for Oracle SaaS instance while being processed with a limit of 10 GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.
- Instance information about processed messages or message traces are retained in the database for up to three days.
- Each integration must have an endpoint in an Oracle Cloud SaaS application.

- Each Visual Builder application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application.

Users of Oracle Integration Cloud Service for Oracle SaaS – Enterprise have access to the Oracle Integration Cloud Service for Oracle SaaS – Standard feature sets and usage limits, and includes the following additional capabilities:

- On-premise enterprise application adapters
- Process automation

Usage Limits – Enterprise Edition
The Oracle Integration Cloud Service for Oracle SaaS – Enterprise is subject to the following:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size.
- Files or attachments over 1 MB and up to 1 GB in size are temporarily stored in the Oracle Integration for Oracle SaaS instance while being processed with a limit of 10 GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.
- Instance information about processed messages or message traces are retained in the database for up to three days.
- Each integration must have an endpoint in an Oracle Cloud SaaS application.
- Each Visual Builder application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application.
- Each process application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application.

Customer Responsibilities
Certain aspects of service management are Your responsibility. These include, but are not limited to the following: The Oracle Integration Cloud Service for Oracle SaaS (all editions) each provides automation for provisioning, which is controlled or configured by You. Before the applicable Oracle Cloud Service instance is provisioned, You are responsible for sizing. Oracle is responsible for backup/restore, patching, upgrading, managing, maintaining, and monitoring the instance.

Third-Party Web Sites, Platforms, and Services
All of these Oracle Cloud Services may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third-party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third-party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third parties. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) which is transmitted to such third parties.

Oracle Cloud Policies

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

Oracle Digital Assistant Platform for SaaS

Part #s: B91938, B91939, B91940

Description

Oracle Digital Assistant for Oracle SaaS	SKU	Metric
Oracle Digital Assistant Platform for SaaS – Hosted Named User	B91938	Hosted Named User
Oracle Digital Assistant Platform for SaaS – Hosted Employee	B91939	Hosted Employee
Oracle Digital Assistant Platform for SaaS – 1,000 Sessions	B91940	1,000 Sessions

Oracle Digital Assistant Platform for SaaS introduces conversation interactions via the chatbots functionality. With the Digital Assistant, users can interact with SaaS skills (also known as Bots) or build their own skills. Users of Oracle Digital Assistant for Oracle SaaS are authorized to access the following modules or features:

- AI-powered Natural Language Processing (NLP) for Intent and Entity detection
- Deployment of Skills and Digital Assistants to multiple channels, abstracting the differences
- Bots Builder UI for creating Skills: defining Intents, Entities, Conversation Flows, and Channel Configuration
- Embedded webview that allows blending advanced UI into Bots interface
- Configuration of Digital Assistants that routes requests between multiple Skills
- Container that enables integration with any enterprise applications and data sources through published APIs
- Analytics and dashboards that offers insights into conversational bottlenecks and metrics, and ability to retrain the Skills through supervised-learning capabilities

Usage Limits

Oracle Digital Assistant Platform for SaaS is subject to the following quantities:

- Three environments are included.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- Oracle Digital Assistant Platform for SaaS is not intended to hold sensitive or regulated information. You must not use the Cloud Service to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

Third-Party Web Sites, Platforms, and Services
The Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third-party Web sites or platforms or services. You bear all risks associated with access to and use of such third-party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) that is transmitted to such third parties.

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

Oracle CASB for Oracle SaaS – Monitored Service User
Part #: B89150

Description
Oracle CASB for Oracle SaaS monitors users of target Oracle SaaS applications. Users of Oracle CASB for Oracle SaaS are authorized to access modules or features that include the following

- Provisioning of security configurations and controls into the target Oracle SaaS application
- Key Security Indicators that provide early warning signs of risks to the target Oracle SaaS application
- User Behavioral Analytics that quantify risk scores when anomalies in user activity is identified

Usage Limits
A maximum number of Monitored Service Users as defined in Your order.

Third-Party Web Sites, Platforms, and Services
This Oracle CASB Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third-Party Services"). Oracle does not control and is not responsible for such Third-Party Services. You are solely responsible for complying with the terms of access and use of Third-Party Services, and if Oracle accesses or uses any Third-Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third-Party Content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third-Party Services.

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

Oracle CASB for Oracle SaaS – Hosted Employee
Part #: B89149

Description
Oracle CASB for Oracle SaaS monitors users of target Oracle SaaS applications. Users of Oracle CASB for Oracle SaaS are authorized to access modules or features that include the following

- Provisioning of security configurations and controls into the target Oracle SaaS application
- Key Security Indicators that provide early warning signs of risks to the target Oracle SaaS application
- User Behavioral Analytics that quantify risk scores when anomalies in user activity is identified

Usage Limits
A maximum number of Hosted Employee as defined in Your order.

Third-Party Web Sites, Platforms, and Services
This Oracle CASB Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third-Party Services"). Oracle does not control and is not responsible for such Third-Party Services. You are solely responsible for complying with the terms of access and use of Third-Party Services, and if Oracle accesses or uses any Third-Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third-Party Content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third-Party Services.

Oracle Cloud Policies

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

Oracle Maps Cloud Service for Asset Tracking – Hosted Managed Resource

Part #: B86908

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Users of the Oracle Maps Cloud Service for Asset Tracking have access to the following module: Oracle Maps Cloud Service for Asset Tracking. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping may track the position of identified moving assets.

Usage Limits

This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies

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

Oracle Maps Cloud Service for Asset Tracking – 100 Appointments

Part #: B86909

Users of the Oracle Maps Cloud Service for Asset Tracking have access to the following module: Oracle Maps Cloud Service for Asset Tracking. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may track the position of identified moving assets.

Usage Limits

This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies

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

Oracle Maps Cloud Service for Asset Optimization – Hosted Managed Resource

Part #: B86910

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits

This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies

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

Oracle Maps Cloud Service for Asset Optimization – 100 Appointments

Part #: B86911

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits

This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies

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

Oracle Supplier Network Adapter for Partners Cloud Service – 500 Hosted Trading Partners

Part #: B85692

Users of the Oracle Supplier Network Adapter for Partners Cloud Service are authorized to access the following module:

- Oracle Supplier Network

Usage Limits

The Oracle Supplier Network Adapter for Partners Cloud Service is subject to usage limits based on:

- A maximum number of 500 Hosted Trading Partners as set forth in Your order

Oracle Cloud Policies

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

European Union Sovereign Cloud Service for Oracle Fusion Applications – Each

Part #: B91905

The European Union Sovereign Cloud Service for Oracle Fusion Applications ("EUSC") is an add-on Oracle Cloud Service for implementation only with Oracle Fusion Customer Relationship Management (CRM) Cloud Service, Oracle Fusion Enterprise Resource Planning (ERP) Cloud Service, Oracle Fusion Human Capital Management (HCM) Cloud Service and Supply Chain Management Cloud Service.

The EUSC service employs a set of organizational, contractual and technical controls designed to help address the requirement that Your Content, including Personal Information, will not leave the selected EUSC data center region(s) without Your authorization or instruction. These controls are intended to mitigate the risk that entities or individuals which are not part of an EUSC organization be determined to have possession, custody, and/or control of Your Content.

Personnel and Access Control

EUSC data center regions are operated and supported by EUSC personnel who are EU residents, physically located within the EU while providing services, and employed by an EUSC entity. EUSC personnel and entity directors accessing EUSC data centers must not share Your Content with non-EUSC individuals and must adhere to strict procedures for handling requests for EUSC customer data from third parties, including other Oracle entities, law enforcement, or government agencies. All EUSC personnel with data center access must undergo annual privacy and information protection training covering data protection principles such as fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability. Oracle enforces access restrictions, ensuring only EU resident personnel have access to EUSC data center regions.

Government Access Requests

Oracle notifies customers of government access requests as permitted by law and challenges requests it deems invalid or inconsistent with data protection laws, disclosing only necessary information. Oracle maintains a policy guiding staff and contractors on handling government access requests, including legal oversight, procedures, and data protection training. Oracle's report on law enforcement access requests is available at www.oracle.com/legal/law-enforcement-requests-report/ or other designated addresses.

Technical Measures

The EUSC's architecture ensures independent operation within the EU:

- EUSC data centers are isolated from other Oracle regions, storing Your data separately.
- Backups remain within the EU region.

This offering includes the following:

- Oracle Break Glass for Fusion

Limitations

The European Union Sovereign Cloud Service for Oracle Fusion Applications is an add-on Oracle Cloud Service for implementation with the CRM, ERP, HCM and Supply Chain Oracle Fusion Cloud Services. An order for EUSC must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Fusion Cloud Service(s). Likewise, once EUSC Cloud Service has been purchased any subsequent renewal must include the add-on EUSC Cloud Service.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts. The version of the Data Processing Agreement for Oracle European Union Sovereign Cloud (EUSC) applicable to Your order (1) is available at: www.oracle.com/contracts and is incorporated herein by reference, and (2) will remain in force during the Service Period of Your order. Pursuant to Section 6.1 of the Data Processing Agreement for EUSC, and for clarification, any personal information You submit to an Oracle support tool for support services specifically will be handled by EU-based support resources but may be hosted outside the selected EUSC data center region(s) in accordance with and subject to the applicable cross-border data transfer mechanisms set out in Section 6 of the Data Processing Agreement for EUSC.

To facilitate Oracle's operation and delivery of the Services pursuant to Your order and the Oracle agreement referenced therein, Oracle may compile or generate tenant billing, telemetry, and capacity data from the Services to confirm compliance with licensing and other terms of use and to monitor and test system use and performance ("Integral Operations"). In accordance with the Oracle agreement referenced in Your order for the Services, data collected for Integral Operations (i) may be transferred from the EUSC region(s) for the sole purposes described in accordance with the Oracle agreement referenced in Your order for the Services; (ii) will be protected in accordance with the Oracle agreement referenced in Your order for the Services; and (iii) will be deleted once no longer required for such purposes.

You acknowledge that Third Party Services (e.g., Twilio) may be integrated with Your Cloud Services in the EUSC data center region(s), and to the extent You select a Cloud Service that integrates with Third Party Services, the processing of data may not remain within the selected EUSC data center region(s) and these Sovereign Terms shall not apply.

You acknowledge that where Your technical contacts are located outside the European Union, or You connect a cloud service in the EUSC data center region(s) with another Oracle Cloud Service that is not hosted in the same EUSC data center region(s) (e.g., using an Oracle commercial public cloud region for disaster recovery for an EUSC data center region), Your Content may not remain within the EUSC data center region(s) and these Sovereign Terms shall not apply.

Fusion ERP Analytics – Hosted Named User Per Month

Part #: B91150

The Fusion ERP Analytics Cloud Service provides pre-packaged metrics that are sourced from the Oracle Financials Cloud Service.

Usage Limits

The Fusion ERP Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Named Users per month as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Named Users. Based on various factors including Your usage patterns, the type of queries run by the Hosted Named Users and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies

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

Fusion ERP Analytics – Hosted Employee

Part #: B93514

The Fusion ERP Analytics Cloud Service provides pre-packaged metrics that are sourced from the Oracle Financials Cloud Service.

Usage Limits

The Fusion ERP Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Employees per month as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase

additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.

- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies

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

Fusion HCM Analytics – Hosted Employee

Part #: B92354

The Fusion HCM Analytics Cloud Service provides pre-packaged metrics that are sourced from Oracle HCM Cloud Service.

Usage Limits

The Fusion HCM Analytics Cloud Service are subject to the following quantities:

- One non-production and production environment.
- A maximum number of Hosted Employees per month as set forth in Your order.
- Entitlement to OCPUs and Storage for the Oracle Autonomous Database Warehouse is proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the hosted employees and the amount of data stored in the Oracle Autonomous Database Warehouse Cloud Service, You may need to purchase additional OCPUs or Storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and Storage for Oracle Autonomous Database Warehouse using Oracle PaaS and IaaS Universal Credits.
- The included Oracle Autonomous Database Warehouse OCPUs and Storage requires You to do a full load of the Fusion HCM data first before loading any other data.

Oracle Cloud Policies

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

Fusion HCM Analytics – Hosted Named User

Part #: B98137

The Fusion HCM Analytics Cloud Service provides pre-packaged metrics that are sourced from Oracle HCM Cloud Service

Usage Limits

The Fusion HCM Analytics Cloud Service are subject to the following quantities:

- One non-production and production environment
- A maximum number of Hosted Named Users per month as set forth in Your order
- Entitlement to OCPUs and storage for the Oracle Autonomous Database Warehouse is proportional to the number of Hosted Named Users. Based on various factors including Your usage patterns, the type of queries run by the users and the amount of data stored in the Oracle Autonomous Database Warehouse Cloud Service, You may need to purchase additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements
- You may subscribe to additional OCPUs and Storage for Oracle Autonomous Database Warehouse using Oracle PaaS and IaaS Universal Credits
- The included Oracle Autonomous Database Warehouse OCPUs and for the Oracle Autonomous Data Warehouse Cloud Service is reserved for the supported Oracle Fusion HCM Cloud Service.

Oracle Cloud Policies

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

Oracle Fusion Accounting Hub Analytics – Hosted 1,000 Records
Part #: B99587

The Fusion Accounting Hub Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Accounting Hub Cloud Service.

Fusion ERP Analytics Cloud Service is a pre-requisite for this cloud service.

Usage Limits

The Fusion Accounting Hub Analytics Cloud Service is subject to the following quantities:

- A maximum number of Hosted 1,000 Records per month as set forth in Your order

Oracle Cloud Policies

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

Oracle Additional Test Environment for Fusion Data Intelligence – Each

Part #: B93515

An Oracle Additional Test Environment for Fusion Data Intelligence provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Fusion Data Intelligence non-production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your non-production Service Environment in Your Fusion Data Intelligence deployment.

Each Additional Test Environment must be contracted for a minimum of 12 months. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

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

ADVANCED CUSTOMER SUPPORT

Oracle Cloud Priority Support for SaaS – Each
Part #s: B86668, B86669

DESCRIPTIONS FOR THIS PART CAN BE FOUND AT WWW.ORACLE.COM/CONTRACTS UNDER THE HEADING "ORACLE CLOUD ADVANCED CUSTOMER SUPPORT SERVICE" (the direct link is www.oracle.com/us/corporate/contracts/cloud-priority-support-for-saas-3703482.pdf).

Oracle SaaS for Dedicated Region Cloud@Customer – Each

Part #s: B93516, B92133

Description

Part Number	Description
B93516	Oracle SaaS for Dedicated Region Cloud@Customer – Each
B92133	Oracle Additional Test Environment for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer – Each

Oracle SaaS for Dedicated Region Cloud@Customer is an add-on Oracle Cloud Service for the implementation of supported Oracle SaaS Cloud Services. Oracle SaaS for Dedicated Region Cloud@Customer provides that, for supported Oracle Cloud Services, "Your Content" (as defined in the agreement governing Your order) will reside in the Data Center Region identified in the OCI Dedicated Region Cloud@Customer order referenced in Your order for Oracle SaaS for Dedicated Region Cloud@Customer.

The Dedicated Region Data Center will maintain a bidirectional connection between Your site and the Oracle Cloud. Oracle staff performing the Cloud Service management may be located globally, as determined by Oracle.

Usage Limits

- An order for Oracle SaaS for Dedicated Region Cloud@Customer must be accompanied by an order (i.e., separate SKU purchase) for the applicable supported Oracle SaaS Cloud Service(s). Once You have purchased Oracle SaaS for Dedicated Region Cloud@Customer, any subsequent renewal must include Oracle SaaS for Dedicated Region Cloud@Customer.
- An order for Oracle SaaS for Dedicated Region Cloud@Customer requires an underlying subscription for an OCI Dedicated Region Cloud@Customer.
- In order to support the Disaster Recovery (DR) services commitments provided in the Oracle SaaS Public Cloud Services – Pillar Document, You will be required to maintain two OCI Dedicated Region Cloud @Customer realms. A select set of SaaS application features rely on shared global services. To maintain data residency, some shared services are not supported on Oracle SaaS for Dedicated Region Cloud@Customer instances.
- Oracle will provision the standard number of environments as described in the service descriptions document for the applicable SKU. You may purchase additional environments for additional fees.

Additional Obligations and Assumptions

In addition to the obligations stated in Your order, You acknowledge that Oracle's ability to provide Oracle SaaS for Dedicated Region Cloud@Customer depends upon Your fulfillment of the obligations specified in the Dedicated Region Data Center Facilities Build Requirements, which are part of the Program Documentation.

Oracle Cloud Policies

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

Oracle Additional Test Environment for SaaS at Customer Cloud Service and Dedicated Region Cloud@Customer – Each

Part #: B92133

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle PaaS and IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Data and Device Retention for SaaS at Customer Cloud Service – Each

Part #s: B91916, B91917, B91918

Description

Part Number	Description	DDR Add-on for Part Numbers
B91916	Oracle Data and Device Retention for SaaS at Customer Cloud Service	Oracle SaaS at Customer Cloud Service Parts B87889 and B88369

B91917	Oracle Data and Device Retention Additional Test Environment for SaaS at Customer Cloud Service	SaaS at Customer ATE Part B92133 and Fusion ATE Part B84490 (each) Purchased with Oracle SaaS at Customer Cloud Service
B91918	Oracle Data and Device Retention Enterprise Performance Management for SaaS at Customer Cloud Service	EPM Parts B91073 (once), B91074 (once), B88773 (once), and B91076 (each) Purchased with Oracle SaaS at Customer Cloud Service

Each Oracle Data and Device Retention (DDR) SKU for SaaS at Customer Cloud Service is an add-on service for an applicable Fusion Cloud or SaaS at Customer Cloud Service. A DDR service permits You to retain certain hardware that may contain Your sensitive, confidential, or classified data. Each subscription with a corresponding DDR optional service will allow hardware for Your subscription at the end of life to remain onsite in Your data center vs. being returned to Oracle.

DDR consists of the following Services:

- If Oracle, in its sole discretion, determines that Retained Hardware (defined below) needs to be replaced in accordance with Your Oracle SaaS at Customer or Oracle SaaS at Customer Cloud Service Subscription, Oracle personnel will (1) remove the malfunctioning hardware and (2) then install the replacement hardware and leave the Retained Hardware with Your designated point of contact.
- At the expiration of the Term of Your Oracle Cloud at Customer Subscription, Oracle will document and remove all Retained Hardware from Your Oracle SaaS at Customer or Oracle SaaS at Customer Cloud Service environment and leave the Retained Hardware along with the documentation of removal of the Retained Hardware with Your designated point of contact.

Additional Obligations and Assumptions

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

Obligations

- Obtain Cloud Services in conjunction with or prior to the commencement of DDR under this Service Description and maintain such Cloud Services for the duration of the Term.
- Identify a designated contact to Oracle, with the appropriate level of authority, to accept the Retained Hardware.
- You shall not retain any central processing units (CPU) chips.
- Properly store/dispose/destroy all replaced disk drive(s), flash cache and/or parts.
- You must acquire and maintain DDR for all hardware installed in Your Oracle Cloud at Customer environment.
- Provide any notices, and obtain any consents, required for Oracle to perform DDR.

Assumptions

- If DDR services are purchased under the same order as Your Fusion Cloud or SaaS at Customer order, DDR shall commence on the Cloud Services Start Date identified in Your order.

- If DDR services are purchased under a separate order, the DDR services shall commence as identified in Your order.
- DDR will be provided by local delivery resources (i.e., delivery resources local to Your location).
- For the purposes of DDR, Retained Hardware shall refer to the following that may contain Your sensitive, confidential or classified data:
    - Disk drives, which is defined as a spinning media device that stores data accessed by the server, storage array, or tape system
    - Flash cache, which is defined as any device having the ability to store information on a solid-state media that is re-writable
    - Part(s), which is defined as any item in a server, storage device, or network device containing non-volatile random-access memory
- CPUs are excluded from Retained Hardware.
- CPU board(s), controller(s), and server(s) that contain non-volatile memory will be individually removed at the end of the Term and the CPU returned to Oracle.
- All Oracle Fusion Cloud or SaaS at Customer hardware remains the property of Oracle until (1) the Retained Hardware has been given to Your designated point of contact because of a replacement part or (2) at the expiration of the Term of Your Oracle Fusion Cloud or SaaS at Customer order. Once the Retained Hardware has been given to Your designated point of contact, title of the Retained Hardware transfers from Oracle to You.
- Any other Services not expressly identified herein are considered out of scope.

You acknowledge that if Oracle's cost of providing DDR is increased because of Your failure to meet the obligations listed in this Service Description, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs.

DDR Fees
You shall pay Oracle the DDR fees for the entire Oracle Cloud Service Period as defined in Your Oracle Fusion Cloud or SaaS at Customer order, regardless of when You purchase DDR. If You did not acquire DDR at the time of Your Oracle Oracle SaaS at Customer Cloud Service order, then the DDR fees shall be for the entire term had DDR had been ordered initially with Your Oracle Oracle SaaS at Customer Cloud Service order. Once placed, Your order for DDR is non-cancelable and the sums paid non-refundable.

End of Services
DDR is coterminous with the Oracle Cloud Service Period as defined in Your order for Oracle Oracle SaaS at Customer Cloud Service order associated with Your DDR order.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Audit Compliance Reporting for SaaS at Customer Cloud Service and SaaS for Dedicated Region Cloud@Customer – Each

Part #s: B92531, B92352

Description

Part Number	Description	Add-on for Part Numbers
B92531	Oracle Financial Controls Compliance Reporting for SaaS at Customer and SaaS for	Oracle SaaS at Customer Cloud Service Part B87889 (Connected)
B92352	Oracle ISO Reporting for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer – Each	Oracle SaaS at Customer Cloud Service Part B87889 (Connected) Oracle SaaS for Dedicated Region Cloud@Customer Part B93516

Audit Compliance Reporting for SaaS at Customer Cloud Service and SaaS for Dedicated Region Cloud@Customer provides audit reporting of common Oracle controls for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer platforms. The reporting delivered from these services provides audit reporting for Your internal or regulatory compliance program. For example, You may combine the SKU deliverables with Your own audit reporting of physical subsections controlled by You.
Each Audit Compliance Reporting SKU is an add-on service for one of these services:

- Oracle SaaS at Customer Cloud Service (Connected) Part B87889
- Oracle SaaS for Dedicated Region Cloud@Customer Part B93516

Usage Limits
SKU purchase entitles You to one set of Audit Reports for the designated period as described in Your order.

Additional Obligations and Assumptions
In addition to the obligations stated in Your order, You acknowledge that Oracle's ability to complete the audit reporting of the given SKU depends upon Your fulfillment of the following additional obligations plus the listed project assumptions.

Obligations

- Obtain Cloud Services in conjunction with or prior to the commencement of Audit reporting described herein and maintain such Cloud Service for the duration of the Term.
- Cloud Service for applicable Audit Reporting SKU may need to be active for 90 days prior to the start of the end of the current audit period.
- Purchase the appropriate Audit Reporting SKU for the desired period. For example, an annual report would require You purchase a quantity of three to cover a three-year term.
- AUDIT REPORTING DELIVERED BY ORACLE UNDER THIS SERVICE ONLY REPRESENT ORACLE CONTROLS FOR A CONNECTED SAAS AT CUSTOMER or SAAS FOR DEDICATED REGION CLOUD@CUSTOMER ENVIRONMENT. YOU ARE RESPONSIBLE FOR COMPLIANCE REPORTING ON ANY CONTROL OUTSIDE OF ORACLE'S RESPONSIBILITY.

Assumptions

- A "Connected" SaaS at Customer environment or a Standard Dedicated Cloud@Customer Region
- No exceptions to standard contractual terms that would impact standard audit reporting controls
- Any other Services not expressly identified herein are considered out of scope

You acknowledge that if Oracle's cost of providing Audit Reporting as described herein is increased because of Your failure to meet the obligations listed in this Service Description, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs.

Oracle Financial Controls Compliance Reporting for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer – Each
Part #: B92351

SOC 1 Type 1 and Type 2 reporting on SaaS at Customer and SaaS for Dedicated Region Cloud@Customer common financial controls.

SOC Control Objectives – Covered

- Administrative and Personnel Procedures – Control activities provide reasonable assurance that Oracle employees have the necessary qualifications based on their job description, complete applicable background checks, and training to ensure compliance with Oracle policies and standards.
- Information Security – Control activities provide reasonable assurance that system information, once entered into the system, is protected from unauthorized or unintentional use, modification, addition or deletion.
- Change Management – Control activities provide reasonable assurance that unauthorized changes are not made to production systems that would result in invalid, incomplete, inaccurate, and untimely processing of data.
- Computer Operations – Control activities provide reasonable assurance that systems are maintained and monitored in a manner that helps ensure system availability and that applications and databases are backed up in a timely manner.

SOC Control Objectives – Customer Responsibility

- Facility – The customer is responsible for control reporting requirements related to building and power.
- Network Management – The customer is responsible for control reporting requirements related to network access and management, network infrastructure such as switching, routing and firewall.
- Complementary User Entity Controls – Controls included within customer system but rely upon the customer to implement.

Oracle ISO Reporting for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer

Part #: B92352

Compliance assessment summary report aligned to Oracle SaaS at Customer ISO 27001 Certification

The compliance summary report delivered with the purchase of this SKU is a report for the customer environment aligned to the International standard ISO 27001 that covers the planning, implementation, monitoring, and improvement of Oracle SaaS Information Security Management System (ISMS). The report contains the independent auditor's assessment of customer specific Annex A controls including identification of any nonconformance. In addition, the report will outline customer specific controls relevant to implementation of the ISO 27001 Annex A controls aligned to:

- Code of practice for information security controls under ISO 27002
- Code of practice for cloud services under ISO 27017
- Code of practice for protection of Personally Identifiable Information (PII) in public clouds acting as PII processors under ISO 27018

This assessment will be conducted by Oracle's independent third party and the scope of the assessment will include all the ISO 27001 security domains and controls that are designed, developed, implemented, maintained, monitored and controlled by Oracle for a SaaS at Customer and SaaS for Dedicated Region Cloud@Customer environment. However, controls that are under the responsibility and boundaries of the customer are out of the scope of the certification and hence the compliance report.

The content and schedule for the compliance assessment summary report aligned to Oracle SaaS at Customer and SaaS for Dedicated Region Cloud@Customer ISO 27001 Certificate will be determined by Oracle.

Ownership, access and distribution list of this report will be customer's responsibility. This report may be distributed to whoever the customer deems appropriate.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

Oracle PCI Compliance Reporting for SaaS at Customer and Saas for Dedicated Region Cloud@Customer – Each

Part #: B92737

Description
Payment Card Industry (PCI) Compliance Reporting for SaaS at Customer Cloud Service and SaaS for Dedicated Region Cloud@Customer provides reporting of common Oracle controls for a Connected Oracle SaaS at

Customer Cloud Service or a Standard Dedicated Cloud@Customer Region. The reporting delivered from this SKU provides PCI audit reporting as a part of a customer's internal or regulatory compliance program. The customer may incorporate the Oracle PCI reporting from this SKU in conjunction with their own control testing as deliverables to the customer's auditors to obtain PCI Certification. SKU purchase entitles customer to Payment Card Industry (PCI) Data Security Standard (DSS) Attestation of Compliance (AOC) for Onsite Assessments by Service Provider, Oracle, for the designated period.

This PCI Compliance Reporting SKU is an add-on service for:

- Oracle SaaS at Customer Cloud Service (Connected) Part B87889
- Oracle SaaS for Dedicated Region Cloud@Customer Part B93516

Additional Obligations and Assumptions

In addition to the obligations stated in Your order, You acknowledge that Oracle's ability to complete the PCI reporting of this SKU depends upon Your fulfillment of the following additional obligations plus the listed project assumptions.

Obligations

- Obtain Cloud Services in conjunction with or prior to the commencement of PCI Compliance reporting under this Service Description and maintain such Cloud Services for the duration of the Term.
- Cloud Service for PCI Compliance Reporting SKU need to be active for 90 days prior to the start of the next PCI audit period.
- Purchase the PCI Compliance Reporting SKU for the desired period. For example, an annual report would need purchased with quantity of three to cover a three-year term.
- PCI Compliance reporting delivered by Oracle under this service description only represent Oracle controls, the customer is responsible for compliance reporting on any control outside of Oracle's responsibility.
- PCI Certification for all customer controls is the responsibility of the customer.
- Use of PCI required functionality are authorized until full PCI certification is attained by customer's auditor.

Assumptions

- A "Connected" SaaS at Customer setup or a Standard Dedicated Cloud@Customer Region
- Accepted standard SaaS Hosting and Delivery Policies, SaaS Pillar Document
- No exceptions to standard contractual terms that would impact standard audit reporting controls
- Customer will maintain their PCI responsibilities to maintain certification
- Customer must procure an environment identity solution that supports PCI-Compliant multifactor authentication for users
- AOC will encompass Applications / Software of Hosting Provider
- Any other Services not expressly identified herein are considered out of scope

You acknowledge that if Oracle's cost of providing PCI Compliance Reporting in this service description is increased because of Your failure to meet the obligations listed in this Service Description, failure to provide

cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs.

Service Timing
The PCI Compliance Reporting SKU will have a distinct maintenance and reporting delivery calendar common to all customers who purchase the SKU.

Renewal
Renewal is required 90 days before the start of the next reporting period.

PCI DSS AOC Control Objectives Covered
The annual Attestation of Compliance deliverable with this SKU to the customer will include the following:

- Description of the Payment Card Business
- Listing of Locations
- Payment Applications
- Description of Environment
- Third Party Service Providers
- Summary of PCI DSS Requirements Tested
- Report on Compliance Summary
- PCI DSS Validation and Assessment by QSA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Additional Test Environment for SaaS at Customer Cloud Service and Saas for Dedicated Region Cloud@Customer – Each
Part #: B92133

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE FIELD SERVICE CLOUD (CX PILLAR)

Oracle Field Service Professional Cloud Service – Hosted Named User
Part #: B90333

Users of the Oracle Field Service Professional Cloud Service are authorized to access the following:

- Oracle Field Service Professional Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Core Application (formerly Core Manage, Mobility and Smart Location) – suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts
  - Access to Android and iOS installed applications
  - Routing – unlimited queued routing with configurable route plans and run intervals
  - Collaboration – individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, and nearby resources
- API access for the associated services

Usage Limits
Oracle Field Service Professional Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named Users) as defined in Your order.
- Oracle will provision one production instance and two test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the 90-day retention period from an activity completion date.
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the 90-day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
  - Maximum individual API request size = 5 MB[1]
  - Maximum number of API requests per day[2] = 5,000,000
  - Maximum number of API requests per one minute = 10,000
  - Maximum API traffic per day[2] = 20 GB
  - Maximum Traffic per hour period = 5 GB
- Daily Extract, File Storage[3] = 100 GB

[1] Unless another size is referenced in a specific operation description.
[2] A 'day' is a 24-hour period beginning at '00:00 UTC'.
[3] Oldest day's data is removed when the limited is reached.

Oracle Cloud Policies

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

Oracle Field Service Professional Cloud Service – Hosted Named Seat Month
Part #: B90334

Users of the Oracle Field Service Professional Cloud Service are authorized to access the following module(s):

- Oracle Field Service Professional Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Core Application (formerly Core Manage, Mobility and Smart Location) – suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts
  - Access to Android and iOS installed applications
  - Routing – unlimited queued routing with configurable route plans and run intervals
  - Collaboration – individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources
- API access for the associated services

Usage Limits
Oracle Field Service Professional Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named Seat Months) as defined in Your order.
- Oracle will provision one production instance and two test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed, or maintained beyond the 90-day retention period from an activity completion date.
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the 90-day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
  - Maximum individual API request size = 5 MB[1]
  - Maximum number of API requests per day[2] = 5,000,000
  - Maximum number of API requests per one minute = 10,000
  - Maximum API traffic per day[2] = 20 GB
  - Maximum Traffic per hour period = 5 GB
- Daily Extract, File Storage[3] = 100 GB

[1] Unless another size is referenced in a specific operation description.
[2] A 'day' is a 24-hour period beginning at '00:00 UTC'.
[3] Oldest day's data is removed when the limited is reached.

Oracle Cloud Policies

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

Oracle Field Service Enterprise Cloud Service – Hosted Named User
Part #: B90335

Users of the Oracle Field Service Enterprise Cloud Service are authorized to access the following module(s):

- Oracle Field Service Enterprise Cloud Service
- The following features are associated with this Oracle Cloud Service:
    - Core Application (formerly Core Manage, Mobility and Smart Location) – suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts
    - Access to Android and iOS installed applications
    - Routing – unlimited queued routing with configurable route plans and run intervals
    - Collaboration – individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources
    - Capacity and Quota Management – visibility into workforce capacity, ability to manage quota, capacity categories and time-slots management
    - Forecasting – data import/export, graphical and tabular viewing and planning mode
    - Street level routing in routing, real-time traffic and traffic layers
    - Video Chat
    - Expanded System and API limits
- API access for the associated services

Usage Limits

Oracle Field Service Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named Users) as defined in Your order.
- Oracle will provision one production instance and two test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the 90-day retention period from an activity completion date.
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the 90-day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits:
  - Maximum individual API request size = 5 MB[1]
  - Maximum number of API requests per day[2] = 5,000,000
  - Maximum number of API requests per one minute = 10,000
  - Maximum API traffic per day[2] = 20 GB
  - Maximum Traffic per hour period = 5 GB
- Daily Extract, File Storage[3] = 500 GB

[1] Unless another size is referenced in a specific operation description.
[2] A 'day' is a 24-hour period beginning at 00:00 UTC.
[3] Oldest day's data is removed when the limited is reached.

Oracle Cloud Policies

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

Oracle Field Service Enterprise Cloud Service – Hosted Named Seat Month
Part #: B90336

Users of the Oracle Field Service Enterprise Cloud Service are authorized to access the following:

- Oracle Field Service Enterprise Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Core Application (formerly Core Manage, Mobility and Smart Location) – suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts
  - Access to Android and iOS installed applications
  - Routing – unlimited queued routing with configurable route plans and run intervals.
  - Collaboration – individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources
  - Capacity and Quota Management – visibility into workforce capacity, ability to manage quota, capacity categories and time-slots management
  - Forecasting – data import/export, graphical and tabular viewing and planning mode
  - Street level routing in routing, real-time traffic and traffic layers
  - Video Chat
  - Expanded System and API limits
- API access for the associated services

Usage Limits

Oracle Field Service Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named Seat Month) as defined in Your order.
- Oracle will provision one production instance and two test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the 90-day retention period from an activity completion date
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the 90-day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits:
    - Maximum individual API request size = 5 MB[1]
    - Maximum number of API requests per day[2] = 5,000,000
    - Maximum number of API requests per one minute = 10,000
    - Maximum API traffic per day[2] = 20 GB
    - Maximum Traffic per hour period = 5 GB
- Daily Extract, File Storage[3] = 500 GB

[1] Unless another size is referenced in a specific operation description.
[2] A 'day' is a 24-hour period beginning at '00:00 UTC'.
[3] Oldest day's data is removed when the limited is reached.

Oracle Cloud Policies

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

Oracle Field Service Contingent Worker Cloud Service – Activity – Pooled Capacity
Part #: B90337

Users of the Oracle Field Service Contingent Worker Cloud Service are authorized to access the following services(s) and features:

- Oracle Field Service Contingent Worker Cloud Service:
    - Enables a Contingent Worker to manage their assigned activities by: Viewing activity details, working offline, managing the status activity, inventory management and capturing files (e.g., images, documents and signatures) using the browser based or installed application.

Usage Limits
Oracle Field Service Contingent Worker Cloud is subject to usage limits:

- A maximum number of Activities as defined in Your order.
- Contingent Workers will not be used in or have access to:

- System services/modules: Capacity/Quota Management, Forecasting calculations or Routing/Optimization
- System features: Teamwork capabilities, Real-time Traffic or Performance Pattern Profile (self-learning) capabilities

Oracle Cloud Policies

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

Oracle Additional Test Environment for Oracle Field Service Cloud Service – Each

Part #: B79903

An Additional non-production Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for the two test environments allocated with the initial purchase of the Oracle Service.

Users of Oracle Additional Test Environment for Oracle Field Service Cloud Service are authorized to access the following module(s):

- Oracle Additional Test Environment for Oracle Field Service Cloud Service

Usage Limits

Oracle Additional Test Environment for Oracle RightNow Cloud Service is subject to usage limits based on:

- A maximum of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time.
- Each Additional Test Environment must be contracted for a minimum of 12 months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Cloud Policies

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

Oracle Field Service for United Kingdom Government Cloud Service – Each

Part #: B109168

This service is available in the United Kingdom only.

For this Oracle Field Service for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR.

Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that (1) Oracle has the continued ability to sponsor applications for SC clearance; and/or (2) a central government department has agreed to sponsor individuals for SC clearance where required by Oracle.

The Oracle Field Service for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard, or Subject Alternative Name configurations.

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

Oracle Enhanced Customer Audit Program

Part #s: B94172, B93703

Description

Oracle Enhanced Customer Audit Program	SKU	Metric
Enhanced Customer Audit	B94172	Audit Unit
Data Center Tour	B93703	Each

Metrics

- Audit Units, equivalent to a dollar amount, are established based on an agreed upon scope.
- Each – This will be a fixed cost for one data center tour.

Description: Enhanced Customer Audit

The Oracle Public Cloud Enhanced Customer Audit service provides fee-based enhanced audit and risk assessment services to customers who use Oracle Public Cloud services directly or via an independent software vendor (ISV) based on an agreed scope.

This service is specifically available to customers, ISV's customers, or Oracle partners who have identified audit requirements that are not fully addressed in the scope of a SOC, ISO, PCI DSS, HIPAA or similar audit report issued by a qualified third-party assessor.

Examples may include:

- Inspection of control evidence already certified under an existing third-party standard (a SOC, ISO, PCI DSS, HIPAA, or similar)
- Custom scope or additional controls not covered by an existing third-party standard
- Audit of Oracle's strategic sub-contractors
- Additional evidence or reporting

To use this service, You must submit a detailed audit request to Oracle at least one month in advance of the intended audit date. The proposed audit plan must describe the desired scope, duration, and start date of the audit.

Oracle will review Your request and, in its sole discretion, provide a statement of work with the proposed scope, deliverables, and associated costs.

Upon mutual agreement of the statement of work, You will execute an Ordering Document for the Enhanced Customer Audit service and fee associated with the agreed upon scope of work.

An Oracle confidentiality agreement must be in place prior to commencing the Enhanced Customer Audit service. If a third party is to conduct or participate in the Enhanced Customer Audit service, the third party must be mutually agreed to by You and Oracle. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

Upon completion of the audit, (1) You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement and (2) You may use the Enhanced Customer Audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with Your requirements.

Description – Data Center Tours

The Oracle Public Cloud Data Center Tour service provides customers the ability to tour a select data center facility that houses Oracle Cloud services.

This service is specifically available to customers, ISVs, or Oracle partners who have identified audit requirements that are not fully addressed in a SOC, ISO, PCI DSS, HIPAA or similar audit report issued by a qualified third-party auditor.

To use this service, You must submit a Data Center Tour request to Oracle at least one month in advance of the intended tour date. The request must describe the proposed scope, duration, and desired tour date.

Oracle will review Your request and provide a statement of work with a proposed location and associated cost. Oracle will work with You to adjust scope to meet Your requirements. An ISV may submit an audit on behalf of their customers and the statement of work with associated costs will be confirmed with the ISV.

In all cases an Oracle confidentiality agreement must be in place prior to commencing the Data Center Tour service. If a third party is to conduct or participate in the Data Center Tour service, the third party must be mutually agreed to by You and Oracle. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

Upon completion of the Data Center Tour, (1) You will provide Oracle with a copy of the data center assessment report, which is subject to the confidentiality terms of Your Services Agreement and (2) You may use the Data Center Tour reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of Your Services Agreement.

Appendix A

As a condition of using the specified Meta Llama software in Your AI Agent in support of the Oracle Fusion Cloud Services, You agree to comply with the terms in the following Llama 3.3 License Agreement and Acceptable Use Policy which includes the "Glossary of Terms" (the "Llama 2 License Agreement and AUP"). Nothing in the Llama 3.3License Agreement and AUP relieves Oracle's obligation to deliver the Availability Service Level Agreement for the associated Oracle Cloud Services in accordance with the terms of Your agreement for such Cloud Services.

Applicable to Oracle's U.S. Government Customers, in the event of any conflicts between the EULA and the U.S. Government Contract, the U.S. Government Contract's Schedule of Services, Assignments, Disputes, Payments, Invoice, Other Compliances, mandatory Compliance with Laws Unique to Government Contracts, and prohibitions of Unauthorized Obligations clauses will take precedence over the EULA.

Llama 3.3 License Agreement and AUP
LLAMA 3.3 COMMUNITY LICENSE AGREEMENT

Llama 3.3 Version Release Date: December 6, 2024

"**Agreement**" means the terms and conditions for use, reproduction, distribution and modification of the Llama Materials set forth herein.

"**Documentation**" means the specifications, manuals and documentation accompanying Llama 3.3 distributed by Meta at https://www.llama.com/docs/overview.

"**Licensee**" or "**you**" means you, or your employer or any other person or entity (if you are entering into this Agreement on such person or entity's behalf), of the age required under applicable laws, rules or regulations to provide legal consent and that has legal authority to bind your employer or such other person or entity if you are entering in this Agreement on their behalf.

"**Llama 3.3**" means the foundational large language models and software and algorithms, including machine-learning model code, trained model weights, inference-enabling code, training-enabling code, fine-tuning enabling code and other elements of the foregoing distributed by Meta at https://www.llama.com/llama-downloads.

"**Llama Materials**" means, collectively, Meta's proprietary Llama 3.3 and Documentation (and any portion thereof) made available under this Agreement.

"**Meta**" or "**we**" means Meta Platforms Ireland Limited (if you are located in or, if you are an entity, your principal place of business is in the EEA or Switzerland) and Meta Platforms, Inc. (if you are located outside of the EEA or Switzerland).

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a. Grant of Rights. You are granted a non-exclusive, worldwide, non-transferable and royalty- free limited license under Meta's intellectual property or other rights owned by Meta embodied in the Llama Materials to use, reproduce, distribute, copy, create derivative works of, and make modifications to the Llama Materials.

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i. If you distribute or make available the Llama Materials (or any derivative works thereof), or a product or service (including another AI model) that contains any of them, you shall (A) provide a copy of this Agreement with any such Llama Materials; and (B) prominently display "Built with Llama" on a related website, user interface, blogpost, about page, or product documentation. If you use the Llama Materials or any outputs or results of the

Llama Materials to create, train, fine tune, or otherwise improve an AI model, which is distributed or made available, you shall also include "Llama" at the beginning of any such AI model name.

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iv. Your use of the Llama Materials must comply with applicable laws and regulations (including trade compliance laws and regulations) and adhere to the Acceptable Use Policy for the Llama Materials (available at https://www.llama.com/llama3_3/use-policy), which is hereby incorporated by reference into this Agreement.

2. **Additional Commercial Terms**. If, on the Llama 3.3 version release date, the monthly active users of the products or services made available by or for Licensee, or Licensee's affiliates, is greater than 700 million monthly active users in the preceding calendar month, you must request a license from Meta, which Meta may grant to you in its sole discretion, and you are not authorized to exercise any of the rights under this Agreement unless or until Meta otherwise expressly grants you such rights.

3. **Disclaimer of Warranty**. UNLESS REQUIRED BY APPLICABLE LAW, THE LLAMA MATERIALS AND ANY OUTPUT AND RESULTS THEREFROM ARE PROVIDED ON AN "AS IS" BASIS, WITHOUT WARRANTIES OF ANY KIND, AND META DISCLAIMS ALL WARRANTIES OF ANY KIND, BOTH EXPRESS AND IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. YOU ARE SOLELY RESPONSIBLE FOR DETERMINING THE APPROPRIATENESS OF USING OR REDISTRIBUTING THE LLAMA MATERIALS AND ASSUME ANY RISKS ASSOCIATED WITH YOUR USE OF THE LLAMA MATERIALS AND ANY OUTPUT AND RESULTS.

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5. **Intellectual Property**.

a. No trademark licenses are granted under this Agreement, and in connection with the Llama Materials, neither Meta nor Licensee may use any name or mark owned by or associated with the other or any of its affiliates, except as required for reasonable and customary use in describing and redistributing the Llama Materials or as set forth in this Section 5(a). Meta hereby grants you a license to use "Llama" (the "Mark") solely as required to comply with the last sentence of Section 1.b.i. You will comply with Meta's brand guidelines (currently accessible at https://about.meta.com/brand/resources/meta/company-brand/). All goodwill arising out of your use of the Mark will inure to the benefit of Meta.

b. Subject to Meta's ownership of Llama Materials and derivatives made by or for Meta, with respect to any derivative works and modifications of the Llama Materials that are made by you, as between you and Meta, you are and will be the owner of such derivative works and modifications.

c. If you institute litigation or other proceedings against Meta or any entity (including a cross- claim or counterclaim in a lawsuit) alleging that the Llama Materials or Llama 3.3 outputs or results, or any portion of any of the foregoing, constitutes infringement of intellectual property or other rights owned or licensable by you, then any licenses granted to you under this Agreement shall terminate as of the date such litigation or claim is filed or instituted. You will indemnify and hold harmless Meta from and against any claim by any third party arising out of or related to your use or distribution of the Llama Materials.

6. **Term and Termination**. The term of this Agreement will commence upon your acceptance of this Agreement or access to the Llama Materials and will continue in full force and effect until terminated in accordance with the terms and conditions herein. Meta may terminate this Agreement if you are in breach of any term or condition of this Agreement. Upon termination of this Agreement, you shall delete and cease use of the Llama Materials. Sections 3, 4 and 7 shall survive the termination of this Agreement.

7. **Governing Law and Jurisdiction**. This Agreement will be governed and construed under the laws of the State of California without regard to choice of law principles, and the UN Convention on Contracts for the International Sale of Goods does not apply to this Agreement. The courts of California shall have exclusive jurisdiction of any dispute arising out of this Agreement.

Llama 3.3 Acceptable Use Policy

Meta is committed to promoting safe and fair use of its tools and features, including Llama 3.3. If you access or use Llama 3.3, you agree to this Acceptable Use Policy ("**Policy**"). The most recent copy of this policy can be found at https://www.llama.com/llama3_3/use-policy.

Prohibited Uses

We want everyone to use Llama 3.3 safely and responsibly. You agree you will not use, or allow others to use, Llama 3.3 to:

1. Violate the law or others' rights, including to:

a. Engage in, promote, generate, contribute to, encourage, plan, incite, or further illegal or unlawful activity or content, such as:

i. Violence or terrorism

ii. Exploitation or harm to children, including the solicitation, creation, acquisition, or dissemination of child exploitative content or failure to report Child Sexual Abuse Material

iii. Human trafficking, exploitation, and sexual violence

iv. The illegal distribution of information or materials to minors, including obscene materials, or failure to employ legally required age-gating in connection with such information or materials.

v. Sexual solicitation

vi. Any other criminal activity

b. Engage in, promote, incite, or facilitate the harassment, abuse, threatening, or bullying of individuals or groups of individuals

c. Engage in, promote, incite, or facilitate discrimination or other unlawful or harmful conduct in the provision of employment, employment benefits, credit, housing, other economic benefits, or other essential goods and services

d. Engage in the unauthorized or unlicensed practice of any profession including, but not limited to, financial, legal, medical/health, or related professional practices

e. Collect, process, disclose, generate, or infer private or sensitive information about individuals, including information about individuals' identity, health, or demographic information, unless you have obtained the right to do so in accordance with applicable law

f. Engage in or facilitate any action or generate any content that infringes, misappropriates, or otherwise violates any third-party rights, including the outputs or results of any products or services using the Llama Materials

g. Create, generate, or facilitate the creation of malicious code, malware, computer viruses or do anything else that could disable, overburden, interfere with or impair the proper working, integrity, operation or appearance of a website or computer system

h. Engage in any action, or facilitate any action, to intentionally circumvent or remove usage restrictions or other safety measures, or to enable functionality disabled by Meta

2. Engage in, promote, incite, facilitate, or assist in the planning or development of activities that present a risk of death or bodily harm to individuals, including use of Llama 3.3 related to the following:

a. Military, warfare, nuclear industries or applications, espionage, use for materials or activities that are subject to the International Traffic Arms Regulations (ITAR) maintained by the United States Department of State or to the U.S. Biological Weapons Anti-Terrorism Act of 1989 or the Chemical Weapons Convention Implementation Act of 1997

b. Guns and illegal weapons (including weapon development)

c. Illegal drugs and regulated/controlled substances

d. Operation of critical infrastructure, transportation technologies, or heavy machinery

e. Self-harm or harm to others, including suicide, cutting, and eating disorders

f. Any content intended to incite or promote violence, abuse, or any infliction of bodily harm to an individual

3. Intentionally deceive or mislead others, including use of Llama 3.3 related to the following:

a. Generating, promoting, or furthering fraud or the creation or promotion of disinformation

b. Generating, promoting, or furthering defamatory content, including the creation of defamatory statements, images, or other content

c. Generating, promoting, or further distributing spam

d. Impersonating another individual without consent, authorization, or legal right

e. Representing that the use of Llama 3.3 or outputs are human-generated

f. Generating or facilitating false online engagement, including fake reviews and other means of fake online engagement

4. Fail to appropriately disclose to end users any known dangers of your AI system

5. Interact with third party tools, models, or software designed to generate unlawful content or engage in unlawful or harmful conduct and/or represent that the outputs of such tools, models, or software are associated with Meta or Llama 3.3

With respect to any multimodal models included in Llama 3.3, the rights granted under Section 1(a) of the Llama 3.3 Community License Agreement are not being granted to you if you are an individual domiciled in, or a company with a principal place of business in, the European Union. This restriction does not apply to end users of a product or service that incorporates any such multimodal models.

Please report any violation of this Policy, software "bug," or other problems that could lead to a violation of this Policy through one of the following means:

- Reporting issues with the model: https://github.com/meta-llama/llama-models/issues
- Reporting risky content generated by the model: developers.facebook.com/llama_output_feedback
- Reporting bugs and security concerns: facebook.com/whitehat/info
- Reporting violations of the Acceptable Use Policy or unlicensed uses of Llama 3.3: LlamaUseReport@meta.com

You may register to receive notice of updates to the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement (and certain other Service Specifications made available by Oracle) at www.oracle.com/contracts/cloud-services.

Appendix B

As a condition of using the OpenAI LLM, You acknowledge that Your use is limited to use of Your Custom AI Agent in support of Your Oracle Cloud Fusion Service(s). In addition, You agree that You and Your Users will comply with the following terms:

1. You understand that the content of Your prompt (such as data, images, text) will be sent to an OpenAI end point that is outside of the Oracle managed datacenter associated with Your Oracle Cloud Fusion Service(s). All OpenAI endpoints accessed via the Oracle Fusion Cloud Service(s) are enabled for "Zero Data Retention" which means that Your Content (a) will not be logged for human review and (b) will not be saved to disk or retained by OpenAI.
2. The Program Documentation includes mapping of the Custom AI Agent for Oracle Fusion Cloud Service(s) in a given Data Center Region and the location of the related Open AI endpoint.
3. In the event that OpenAI (i) removes an endpoint, (ii) ceases to offer an endpoint in a region, or (iii) deprecates a version of an OpenAI LLM, Oracle will provide at least 90 days notice.
4. Your Users of the Custom AI Agent for Oracle Fusion Cloud Service(s) must be located in a country or territory that is supported by OpenAI; the full list of supported countries and territories is available at https://help.openai.com/en/articles/5347006-openai-api-supported-countries-and-territories.
5. Without limiting the applicability of other terms in Your order and Agreement, You agree that You will not and will not knowingly permit Your Users to use the OpenAI LLM in a way that violates OpenAI Policies, as described at the following links: Service-Specific Terms (https://openai.com/policies/service-terms), Sharing and Publication Policy (https://openai.com/policies/sharing-publication-policy), and Usage Policies (https://openai.com/policies/usage-policies. Further, You will not and will not knowingly permit Your Users to authorize or allow minors to use the OpenAI LLM without consent from their parent, guardian or instructor.

You may register to receive notice of updates to the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement (and certain other Service Specifications made available by Oracle) at www.oracle.com/contracts/cloud-services.