



Oracle Intelligent Communications Orchestration Network Cloud Service

Service Descriptions and Metrics


 Last updated: October 9, 2025

TABLE OF CONTENTS

METRIC DEFINITIONS	3
Channel.....	3
Connection.....	3
SERVICE DESCRIPTIONS	4
Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition.....	4
Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Managed Service Provider Edition.....	5
Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Gateway	6
Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Service Integration.....	7
Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Carrier Interconnect.....	8
Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Carrier Interconnect.....	9
Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Device Interconnect.....	10
Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Device Interconnect.....	11

METRIC DEFINITIONS

Channel is defined as a single call to a single communications endpoint, including a single AI-based bot. The highest number of simultaneous Channels configured or utilized in a calendar month will be counted.

Connection is defined as a dedicated link between the Oracle Cloud Service and Your or a third-party communications end point. The highest number of Connections configured or utilized in a calendar month will be counted.

SERVICE DESCRIPTIONS

Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition

Part # B111232 – Per Channel

The Oracle Intelligent Communications Orchestration Network Cloud Service provides Oracle Enterprise customers the ability to set up voice services across a wide range of on-premises and cloud-based unified communication and contact center platforms.

Overage Billing

If Your use of the Cloud Service exceeds the annual committed quantity of Channels specified in Your order, You agree to pay, and Oracle will invoice You monthly in arrears for, additional fees for such excess use calculated using the Unit Net Price of Your current committed quantity set forth in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Disaster Recovery and Service Availability

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

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Managed Service Provider Edition

Part # B111346 – Per Channel

The Oracle Intelligent Communications Orchestration Network Cloud Service provides managed service providers the ability to set up voice services across a wide range of on-premise and cloud-based unified communication and contact center platforms.

Overage Billing

If Your use of the Cloud Service exceeds the annual committed quantity of Channels specified in Your order, You agree to pay, and Oracle will invoice You monthly in arrears for, additional fees for such excess use calculated using the Unit Net Price of Your current committed quantity set forth in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Disaster Recovery and Service Availability

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

RECOVERY TIME OBJECTIVE	RECOVERY POINT OBJECTIVE	TARGET SERVICE AVAILABILITY LEVEL
12 hours	1 hour	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Gateway

Part # B111233 – Per Channel

The Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Gateway provides the capability to orchestrate communications between supported voice and chatbot technologies.

Overage Billing

If Your use of the Cloud Service exceeds the annual committed quantity of Channels specified in Your order, You agree to pay, and Oracle will invoice You monthly in arrears for, additional fees for such excess use calculated using the Unit Net Price of Your current committed quantity set forth in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Service Integration

Part # B111234 – Per Channel

The Oracle Intelligent Communications Orchestration Network Cloud Service, Voice Service Integration is an optional add-on service to the Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition, SIP Trunk, Managed Service Provider Edition or Voice Gateway. It provides the capability to connect with supported third-party provider speech intelligence applications to deliver analytics, voice recording, compliance automation, biometrics, and artificial intelligence services.

Overage Billing

If Your use of the Cloud Service exceeds the annual committed quantity of Channels specified in Your order, You agree to pay, and Oracle will invoice You monthly in arrears for, additional fees for such excess use calculated using the Unit Net Price of Your current committed quantity set forth in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Carrier Interconnect

Part # B111235 – Per Connection

The Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Carrier Interconnect is an optional add-on service to the Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition, SIP Trunk, Managed Service Provider Edition or Voice Gateway. It provides the capability to connect a supported third party communications carrier to the Oracle Cloud Service through a dedicated connection.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of Connections specified in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Carrier Interconnect

Part # B111236 – Per Connection

The Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Carrier Interconnect is an optional add-on service to the Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition, SIP Trunk, Managed Service Provider Edition or Voice Gateway. It provides the capability to connect a supported third-party communications carrier to the Oracle Cloud Service through a software-defined connection via a cloud exchange provider.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of Connections specified in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Device Interconnect

Part # B111237 – Per Connection

The Oracle Intelligent Communications Orchestration Network Cloud Service, Physical Carrier Interconnect is an optional add-on service to the Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition or SIP Trunk, Managed Service Provider Edition. It provides the capability to connect a supported on-premise device/private branch exchange (PBX) to the Oracle Cloud Service through a dedicated connection.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of Connections specified in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Device Interconnect

Part # B111238 – Per Connection

The Oracle Intelligent Communications Orchestration Network Cloud Service, Virtual Carrier Interconnect is an optional add-on service to the Oracle Intelligent Communications Orchestration Network Cloud Service, SIP Trunk, Enterprise Edition or SIP Trunk, Managed Service Provider Edition. It provides the capability to connect a supported on-premise device/private branch exchange (PBX) to the Oracle Cloud Service through a software-defined connection via a cloud exchange provider.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of Connections specified in Your order.

Third-Party Platforms and Services

This Oracle Cloud Service may enable You to link to, transmit Your Content or Third-Party Content to, or otherwise access, other third-party platforms or services. Oracle does not control, and Oracle is not responsible for such third-party platforms or services. You bear all risks associated with access to and use of such third-party platforms and services and are solely responsible for entering into 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) that is transmitted to such third parties.

Oracle Cloud Policies and Pillar Documentation

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