ORACLE

Oracle Fusion Service Descriptions: Retired Services

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GLOSSARY

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

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 app) and is identified through the use of cookie, device id, IP or session id. Access across multiple channels counts for multiple visitor sessions.

1000 Interactions: 1000 Interactions means 1000 interactions in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, action, across all channels with which a brand interacts with its customers. For the purposes of this metric,

- Web visit = 1 Interaction;
- 5 emails = 1 interaction;
- 5 SMS/chatbot = 1 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, 1000 Interactions means 1000 advice interactions with Intelligent Advisor, in a 12-month period. For the purposes of this metric,

- 1 Intelligent Advisor interview session by a single user = 1 advice interaction
- 20 Intelligent Advisor Determinations API assessments = 1 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 (1) Intelligent Advisor Determinations API assessment corresponds to the following:

1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action

2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action

3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

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

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

1000 Offer Visits means 1000 visits in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, action, across all channels with which a brand interacts with its customers.

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 Stores, Oracle Cloud Marketing, etc.

1,000 Sessions: is 1,000 Sessions where Session is defined as a unique individual who accesses the Oracle Digital Assistant (ODA) through any channel and can have as many interactions with the ODA in a 15 minute period. If goes over the 15 minute period, ODA will count this as an additional sessions in 15 minute increments.

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

1,000 in ARR is defined for purposes of 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.

100K Subscribers: 100K Subscribers is defined as one hundred thousand (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.

50M Revenue Under Management (RUM): Hosted 50M RUM is defined as 50 million 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.

Hosted 1,000 Planned Item Locations is defined as (The number of Planned items) x (the number of Planned Locations) where:

- Planned Items are the total number of unique, active, and planned product records used in the service at any given time. This includes end items, assemblies, components, skis, styles, models and options but does not include any non-planned items, item configurations, organization assignments, or revisions/version of the same item.
- Planned Locations is the total number of locations where inventory is tracked or used in the service at any given time. This includes physical locations such as plants and warehouses as well as virtual locations used to model inventory holdings such as consigned inventory.

25,000 Transactions Per Hour is defined as 25,000 Transactions Per Hour where one transaction represents one external API request per hour and this service increases the contractual limit set forth in the "External API Transaction Processing Peak Capacity Limit" table by an additional 25,000 transactions per hour.

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).

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.

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 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.

Offer Visit means: Web visit = 1 offer visit; email offer visit is calculated as 5 emails = 1 offer visit; SMS/chatbot offer visit is calculated as 5 SMS/chatbot = 1 offer visit.

An Offer Visit may include multiple offers, recommendations or actions within one (1) 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.

Business Network Administrator: a Hosted Named User 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.**

Endorsing Trading Partners: 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 for submitting transactions.

Participating Trading Partners: trading partners that do not have a blockchain instance provisioned for them and therefore do not have the ability to define Smart Contracts nor 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.

Smart Contract: Business rules defined by you or your Endorsing Trading Partners and implemented in an Intelligent Track and Trace blockchain instance.

Companies: means Hosted Records that contain information provided by D&B about businesses, such as Business Name, D&B numbers, Industry Classification, Address, etc.

Contacts: means Hosted Records that contain information provided by D&B about individuals, such as Name, Email, Phone number, etc.

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.

1000 Requests: For the purposes of Commerce Cloud Service, 1,000 requests is defined 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.

10000 Requests Per Month is defined as maximum of 10,000 requests per month. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service.

Hosted $M in Freight Under Management (FUM) is defined as one million 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 freight terms of prepaid).

Hosted $M in Application Annual Revenue is defined for purposes of Oracle Global Trade Management Cloud Service as one million United States 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.

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 (i) all of your full-time, part-time, temporary employees, and (ii) 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 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 (i) are providing the outsourcing services and (ii) 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 (ii) used by Oracle to perform the Oracle Cloud Services. The Hosted Environment consists of the Production Environment, and any non-Production Environment(s), as referenced in the applicable Ordering Document and services policies.

Hosted Expense Report: is defined as the total number of expense reports processed by the Oracle Fusion Expenses Cloud Service during a month period.

Hosted Full Time Equivalent (FTE) Student: For the purposes of Oracle Student Financial Planning Cloud Service, the quantity of Hosted Full Time Equivalent (FTE) Students shall be the quantity of your enrolled students receiving any form of Financial Aid (including grants, scholarships, loans, work, stipends) processed through the system.

For the purposes of all other products, 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, and 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, that number 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.

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. At the end of each service month, Oracle reviews daily counts to determine the peak number of authorized users for the service month.

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 1000 Order Lines: is defined as one thousand order line items processed by the Cloud Service during a 12 month period.

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. All other members statuses of Cancelled, Inactive, or Merged are considered inactive.

Hosted Record (for Account Enrichment and Contact Enrichment Cloud Service): 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, a Hosted Record is defined as database record in the Cloud Service that has a collection of attributes or fields containing data about Accounts (aka 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 purposes of the order including pricing. Further processing of that Hosted Record within twelve (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): For purposes of the Oracle Address, Email and Phone Verification Cloud Service, a Hosted Record is defined as 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 purposes of either searching or verifying or cleaning an address against Loqate's worldwide reference data set; one phone or email for the purpose 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 purposes of the order including pricing. Multiple submissions of a single address, email or phone will be treated as separate records.

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, 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), or 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, 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 element that is managed within the hosted service.

For the purposes of Oracle Adaptive Intelligent Apps for Customer Experience, Sales and Service Enterprise Records or Oracle DataFox Enterprise Records or Oracle DataFox API 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/DataFox]. 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 Services 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.

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/DataFox]. 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 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 1,000 Warehouse Transactions: is defined as one thousand unique transactions processed through the Oracle Warehouse Management Cloud Service. For the purpose 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 Services Period. If You exceed the quantity of Hosted Warehouse Transaction subscriptions purchased under Your order, You must purchase additional quantities from Oracle.

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.

Loqate's worldwide address data packs: mean 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., and worldwide coverage of countries covered for such data can be found at http://www.loqate.com/datacoveragesummary/

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

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: 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, 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.

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

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 (static, workflow, 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 (for example 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 1 contact per account.

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 services period and do not rollover, and are not otherwise applied, to a new term.

Unlimited Annual Subscription: For the purposes of the Oracle Address, Email and Phone Verification Cloud Service, Unlimited Annual Subscription shall mean unlimited access to the service for purposes of searching, verifying and cleaning addresses, emails and/or phone numbersagainst Loqate's worldwide address data packs and email and phone verification services for the duration of one year in the Services Term. The Unlimited Subscription is a yearly subscription and valid for one year of the Service Term.

1,000 Page Views: is defined as one thousand 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:

1. The first URL request of an end-user web session
2. 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.
3. Each URL request resulting from a forced page reload by the end user's web browser.

$1000 Revenue: is defined for purposes of Oracle Commerce Cloud Service as one thousand United States dollars (or 1000 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 purposes of Oracle Maps Cloud Service as one million United States 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.

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

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

FIELD SERVICE

100 Appointments Pooled Capacity: is defined as the maximum of 100 appointments per Service Period. If at any time use of the Oracle Field Service Cloud Services exceeds the purchased quantity of 100 Appointments Pooled Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100 Appointments Pooled Capacity to accommodate your increased usage.

Appointment: is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within Oracle Field Service Cloud that your resource (e.g., mobile employee) performs at a specific location. An Appointment may have a defined status (e.g., pending, started, completed, not done, etc.) and may have a defined time of start and end. If performing a work order requires several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity), each such activity is considered to be a separate Appointment for purposes of the Oracle Field Cloud Service.

Event/Appointment: is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within ETAdirect that represents a period of time that Your resource (e.g., mobile employee) performs an activity at a specific location, and a defined status (e.g., pending, started, completed, not done, etc.), and may have a defined time of start and end. In some cases, performing a work order may require several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity). The number of Events/Appointments licensed by You are measured over a trailing 12 month period.

Instance**:** is defined as a single database instance of the ETAdirect Cloud Service.

User**:** is defined as anyone who has been issued a unique log-in for Your production instance of the ETAdirect or ETAworkforce Cloud Service. You agree that each and every person who will be accessing, using and/or scheduled via its production instance of the ETAdirect or ETAworkforce Cloud Service will be issued a unique log-in, and that no two persons will utilize the same log-in.

MIDSIZE

Record: for the purposes of the Oracle Sales Cloud for Midsize Cloud Service, 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 Oracle Sales Cloud for Midsize Cloud Service environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document specific to the Oracle Sales Cloud for Midsize Cloud Service. (For example, if You have purchased one hundred (100) Hosted
Named User licenses under this Ordering Document, Your total storage capacity within your Oracle Sales Cloud for Midsize Cloud Service environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Oracle Sales Cloud for Midsize Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document specific to the Oracle Sales Cloud for Midsize Cloud Service. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

RETIRED OFFERINGS

Oracle Fusion Quota Management Cloud Service -Hosted Compensated Individual

Applicable Part # B67274

Users of the Oracle Fusion Quota Management Cloud Service are authorized to access the following module:

- Oracle Fusion Quota Management

Usage Limits: The Oracle Fusion Quota Management 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 2 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.
- No additional storage is provided. The Fusion Quota Management Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

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 Fusion Sales Predictor Cloud Service- Hosted Named User

Applicable Part # B67276

Users of the Oracle Fusion Sales Predictor Cloud Service are authorized to access the following module:

- Oracle Fusion Sales Predictor

Usage Limits: The Oracle Fusion Sales Predictor 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 2 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.
- No additional storage is provided. The Fusion Sales Predictor Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

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 Fusion Customer Hub for Organizations Cloud Service-Hosted 1,000 Records

Applicable Part # B69739

Users of the Oracle Fusion Customer Hub for Organizations Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Hub for Organizations

Usage Limits: The Oracle Fusion Customer Hub for Organizations Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Records (Hosted 1,000 Records)
- Oracle will provision 2 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.
- See table below for usage limits allocated per Hosted 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

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 Fusion Customer Hub for Persons Cloud Service- Hosted 1,000 Records

Applicable Part # B69740

Users of the Oracle Fusion Customer Hub for Persons Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Hub for Persons

Usage Limits: The Oracle Fusion Customer Hub for Persons Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Records (Hosted 1,000 Records)
- Oracle will provision 2 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.
- See table below for usage limits allocated per Hosted 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

Oracle Fusion Territory Management for Channel Managers Cloud Service-Hosted Managed Resource

Applicable Part # B67282

Users of the Oracle Fusion Territory Management for Channel Managers Cloud Service are authorized to access the following module:

- Oracle Fusion Territory Management for Channel Managers

Usage Limits: The Oracle Fusion Territory Management for Channel Managers Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Managed Resource) as defined in your order
- Oracle will provision 2 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.
- No additional storage is provided. The Fusion Territory Management for Channel Managers Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

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 Fusion Workforce Lifecycle Manager Cloud Service- Hosted Named User

Applicable Part # B67296

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

- Oracle Fusion Workforce Lifecycle Manager

Users of Oracle Fusion Workforce Lifecycle Manager 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 Lifecycle Manager 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Workforce Predictions Cloud Service- Hosted Named User

Applicable Part # B67297

Users of the Oracle Fusion Workforce Predictions Cloud Service are authorized to access the following module:

- Oracle Fusion Workforce Predictions

Users of Oracle Fusion Workforce Predictions 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 Predictions 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Customer Management Foundation for Organizations Cloud Service-Hosted 1,000 Records

Applicable Part # B67284

Users of the Oracle Fusion Customer Management Foundation for Organizations Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Management Foundation for Organizations

Usage Limits: The Oracle Fusion Customer Management Foundation for Organizations 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 2 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 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

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 Fusion Customer Management Foundation for Persons Cloud Service-Hosted 1,000 Records

Applicable Part # B67285

Uses of the Oracle Fusion Customer Management Foundation for Persons Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Management Foundation for Persons

Usage Limits: The Oracle Fusion Customer Management Foundation for Persons 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 2 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 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

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 Advanced Data Security Cloud Services for Fusion CRM Cloud Service

Applicable Part # B72130

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Advanced Data Security Cloud Services for Human Capital Management Cloud Service

Applicable Part # B72129

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Advanced Data Security Cloud Services for Fusion Enterprise Resource Planning Cloud Service

Applicable Part # B72131

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Fusion Transactional Business Intelligence for Human Capital Management Cloud Service-Hosted Employee

Applicable Part # B67289

Users of the Oracle Fusion Transactional Business Intelligence for Human Capital Management Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Human Capital Management

Usage Limits: The Oracle Fusion Transactional Business Intelligence for Human Capital Management 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 2 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 Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

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 Fusion Transactional Business Intelligence for Talent Management Cloud Service- Hosted Named User

Applicable Part # B67299
Users of the Oracle Fusion Transactional Business Intelligence for Talent Management Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Talent Management

Usage Limits: The Oracle Fusion Transactional Business Intelligence for 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 2 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 (1 Authorized User)	5	200	N/A

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 Virtual Private Network for Fusion CRM Cloud Service-VPN Connection

Applicable Part # B70794

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between
Oracle's data center firewalls, where Oracle Cloud Services are hosted, and Your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections 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 Virtual Private Network for Fusion Human Capital Management Cloud Service-VPN Connection

Applicable Part # B70795

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between
Oracle's data center firewalls, where Oracle Cloud Services are hosted, and Your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections 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 Virtual Private Network for Fusion Enterprise Resource Planning Cloud Service-VPN Connection

Applicable Part # B70796

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between
Oracle's data center firewalls, where Oracle Cloud Services are hosted, and Your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections 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 Additional Test Environment for Oracle Fusion Human Capital Management Cloud Service –Test Environment

Applicable Part #: B70788

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 twelve (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 upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- 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, which may be viewed at www.oracle.com/contracts.

Oracle Additional Test Environment for Oracle Fusion Enterprise Resource Planning Cloud Service-Test Environment

Applicable Part #: B70789

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 twelve (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 upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Additional Storage for Fusion Customer Relationship Management Cloud Service - Hosted Fusion Month

Applicable Part # B79004

Oracle Fusion Additional Storage 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 Fusion Month			N/A

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 Fusion Additional Storage for Fusion Human Capital Management Cloud Service - Hosted Fusion Month

Applicable Part # B79005

Oracle Fusion Additional Storage 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 Fusion Month	50,000	300	N/A

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 Fusion Additional Storage for Fusion Enterprise Resource Planning Cloud Service - Hosted Fusion Month

Applicable Part # B79006

Oracle Fusion Additional Storage 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 Fusion Month	50,000	300	N/A

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 Role Optimizer for Fusion Customer Relationship Management Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B78947

Users of the Oracle Role Optimizer for Fusion Customer Relationship Management Security Cloud Service are authorized to access the following modules:

- Role Optimizer for Oracle Fusion Customer Relationship Management Security Cloud Service

Usage Limits: The Role Optimizer for Fusion Customer Relationship Management Security Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Role Optimizer for Fusion Enterprise Resource Planning Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B78949

Users of the Oracle Role Optimizer for Fusion Enterprise Resource Planning Security Cloud Service are authorized to access the following modules:

- Role Optimizer for Oracle Fusion Enterprise Resource Planning Security Cloud Service

Usage Limits: The Role Optimizer for Fusion Enterprise Resource Planning Security Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Data Quality Matching Cloud Service-Hosted 1,000 Records

Applicable Part # B8211

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

- Oracle Fusion Data Quality Matching

Usage Limits: The Oracle Fusion Data Quality Matching 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 2 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 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	N/A	N/A

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 Fusion Talent Management Base Cloud Service- Hosted Named User

Applicable Part # B67298

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

- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Career Development
- Oracle Transactional Business Intelligence

Users of Oracle Fusion Talent Management Base 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 Talent Management Base 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Human Capital Management Base Cloud Service-Hosted Employee

Applicable Part # B67288

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 Payroll Interface
- Oracle Fusion Career Development
- Oracle Transactional Business Intelligence

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 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

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 Non-Certified Federation Server for Oracle Fusion Cloud Service - Environment

Applicable Part # B84599

Oracle shall facilitate and test Your Oracle Fusion application Services Environment with Your non-certified, SAML2.0 compliant federation server for SSO implementation. The time from provisioning of the application Services Environment to SSO readiness shall take approximately six weeks. If You order this service for multiple environments, SSO readiness for additional environments shall take approximately 3 weeks for each additional environment.

Usage Limits: Oracle Non-Certified Federation Server for Oracle Fusion Cloud Service is subject to usage limits based upon:

- A maximum number of environments 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 Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service

Applicable Part # B78941

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security
Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Customer Relationship Management Security Cloud Service.

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 Database Vault for Oracle Fusion Human Capital Management Security Cloud Service

Applicable Part # B78942

Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud
Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Human Capital Management Security Cloud Service.

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 Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service

Applicable Part # B78943

Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud
Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service must
  be purchased for all supported environments under your Cloud Services order. Future expansions of
  Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service uses the storage provided under Your existing Oracle Fusion Enterprise Resource Planning Security Cloud Service.

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 Data Masking for Oracle Fusion Human Capital Management Security Cloud Service

Applicable Part # B81268

Oracle DataMasking for Oracle Fusion Human Capital Management Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Data Masking

Usage Limits: The Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud
Service defined above is subject to usage limits based on:

- Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Human Capital Management Cloud Service.

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 Role Optimizer Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B84493

Users of the Oracle Role Optimizer Security Cloud Service are authorized to access the following modules:

- Oracle Role Optimizer Security Cloud Service

Usage Limits: The Oracle Role Optimizer Security Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 environments for this Oracle Cloud Enterprise 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.

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 Fusion Global Payroll Cloud Service-Hosted Named User

Applicable Part # B67290

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Users of Oracle Fusion Global Payroll 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 Global Payroll 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 2 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)	Bandwidth
Hosted Named User (1 Authorized User)	5	N/A

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 Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Hosted Employee

Applicable Part # B84606

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud
Service are authorized to access the following module:

- Oracle Transactional Business Intelligence Enterprise for Human Capital Management

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital Management
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 2 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 use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service is limited to employee data from the following data sources (each, a "data source"): Oracle Human Capital Management Base Cloud Service and options, and Oracle Talent Management Base Cloud Service and options

- If you wish to use employee data from an additional data source, then you must purchase separately the appropriate data source adapter:

    o Oracle Transactional Business Intelligence Enterprise for Human Capital Management
    Cloud Service – E-Business Suite Data Source

    o Oracle Transactional Business Intelligence Enterprise for Human Capital Management
    Cloud Service - PeopleSoft Data Source

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source

- The following usage limits apply per Hosted Employee across both environments except as noted:

License Metric	Database Storage (Records)	File Storage (GB) per subscription	Bandwidth
Hosted Employee	N/A	1000GB	N/A

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.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – E-Business Data Source – Hosted Employee

Applicable Part # B79783

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud
Service – E-Business Data Source are authorized to access the following module:

> Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud
> Service – E-Business Data Source

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital Management
Cloud Service – E-Business Data Source is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Your use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – E-Business Data Source is limited to loading employee data from one (1) E-Business application

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.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle

will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source – Hosted Employee

Applicable Part # B79784

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud
Service – PeopleSoft Data Source are authorized to access the following module:

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital Management
Cloud Service – E-Business Data Source is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Your use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source is limited to loading employee data from one (1) PeopleSoft application

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.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source – Hosted Employee

Applicable Part # B79884

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud
Service – Additional Data Source are authorized to access the following module:

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital

Management
Cloud Service – E-Business Data Source is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order

- Your use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source is limited to loading data from one unique data source . This data source maybe a custom-built application developed by your organization as well as a 3rd party on-premise or Cloud application. Each additional data source is registered individually within the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service administrative console

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.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service

Applicable Part # B78941

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security
Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Customer Relationship Management Security Cloud Service.

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 Integration Cloud Service for Oracle Delivered Application Integration – Hosted Connection

Applicable Part # B83709

Users of the Oracle Integration Cloud Service for Oracle Delivered Application Integration are authorized to access the following module:

- Oracle Integration Cloud Service

Usage Limits: The Oracle Integration Cloud Service for Oracle Delivered Application Integration is subject to the following quantities:

- This Oracle Cloud Service provides at minimum two (2) Connections per month. You may separately purchase up to an additional eight (8) Connections per month, up to a maximum of ten (10) total Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Cloud Priority Service

Applicable Part # B70519, B77074

Oracle Cloud Priority Service consists of:

1. Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the service period set forth in the ordering document. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).

    a. Your TAM shall provide the following support services:
        1. Prepare and maintain quarterly service delivery progress reports;
        2. Document the contact details for key Oracle and your appropriate technical contacts ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide"); and
        3. Provide access to a customer-specific web portal.

b. Your TAM will also assist with the following:

1. Conduct an orientation for your Customer
2. Conduct a delivery planning session;
3. Maintain the service delivery plan;
4. Perform quarterly service delivery plan reviews;
5. Maintain the Joint Contacts and Escalation Guide;
6. Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;
7. Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs") and Oracle Cloud services incidents ("Incidents"). The TAM will provide assistance in managing Critical SRs and Incidents as follows:
   i. SR and Incident management, prioritization and escalation;
   ii. Communicate the status of your priority SRs and Incidents to your Customer Contact(s); and
   iii. Facilitate communications between Oracle and your Customer Contacts.
8. Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

2. Prioritization.

a. Oracle will give you priority access to change windows related to your Oracle Cloud services; b. Oracle will prioritize your SRs and Incidents above SRs and Incidents of the same severity level submitted by other Oracle Cloud services customers. Oracle will respond to your SRs and Incidents per the following guidelines ("Service Request Response Guidelines"):

1. 90% of Severity 1 SRs and Incidents within one (1) hour (24x7);
2. 90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours;
3. 90% of Severity 3 SRs and Incidents within the next local business day; and
4. 90% of Severity 4 SRs and Incidents within the next local business day.

c. Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request Response Guidelines; and

d. Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate.

3. Other.

a. If you renew Oracle Cloud Priority Service, your renewal fee for such services will be based on the Oracle Cloud Priority Service pricing policies in effect at the time of renewal.

b. Oracle Cloud Priority Service may not be available for all programs.

Applicable Part # B83704

Users of the Oracle Customer Experience Cloud for Midsize Cloud Service are authorized to access the following features. Usage limits are defined at the feature level and as set forth in Your order. Oracle Cloud Policies are defined at the feature level.

FEATURES

Oracle Sales Cloud for Midsize Cloud Service

Applicable Part # B83705

Users of the Oracle Sales Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Common Customer Relationship Management
- Oracle Fusion Customer Center
- Oracle Fusion Opportunity Management
- Oracle Fusion Territory Management
- Oracle Fusion Lead Management
- Oracle Fusion Revenue Forecasting
- Oracle Social Network
- Oracle Fusion Customer Relationship Management for Microsoft Outlook
- Oracle Fusion Mobile Sales
- Oracle Fusion Sales Catalog
- Oracle Fusion Customer Data Steward Cloud Service
- Oracle Fusion Customer Hub Cloud Service
- Oracle Transactional Business Intelligence

As part of the Oracle Sales Cloud for Midsize Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service.

Usage Limits: The Oracle Sales Cloud for Midsize 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 2 environments for this Oracle Cloud Service feature. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)
Hosted Named User (1 Authorized User)	100,000	200

Oracle Cloud Policies:

The Oracle Sales Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Human Capital Management Cloud for Midsize Cloud Service

Applicable Part # B83865

Users of the Oracle Human Capital Management Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Global Human Resources
- Oracle Transactional Business Intelligence
- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Performance Management
- Oracle Fusion Goal Management
- Oracle Fusion Career Development
- Oracle Fusion Expenses Cloud Service
- Financial Reports Center (Limited Use)

Access to Workforce Health and Safety Incidents Cloud Service (Part # B89482) is provided at no charge to enable you to manage your workplace health and safety issues during the covid-19 pandemic. This promotion is valid until April 30, 2021 and may be extended at the discretion of Oracle.

Usage Limits: The Oracle Human Capital Management Cloud for Midsize 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 2 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)
Hosted Employee (1 Authorized User)	5

Oracle Cloud Policies:
The Oracle Human Capital Management Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service

Applicable Part # B83857

Users of the Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing Cloud Service
- Oracle Fusion Financials Cloud Service
  - Oracle Fusion Financials Report Center
  - Lease Accounting
- Oracle Transaction Business Intelligence for ERP
- Oracle Planning and Budgeting Cloud Service

Usage Limits: The Oracle Enterprise Resource Planning Cloud for Midsize 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 2 environments for this Oracle Cloud Service feature excepting Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

- Oracle will provision 2 environments for Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB

Oracle Cloud Policies:
The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Marketing Cloud for Midsize Cloud Service

Applicable Part # B83706

Users of the Oracle Marketing Cloud for Midsize Cloud Service are authorized to access the following modules:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service

Usage Limits: The Oracle Marketing Cloud for Midsize Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- The service comes with 10,000 Contacts. Additional Contacts may be purchased separately.
- Oracle will provision 1 production environment for this Oracle Cloud Service feature.

- See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Authorized User	Up to 1,000,000	Up to 1,500,000	Up to 25,000*	Up to 100,000	Up to 1,000	Up to 10 Hosted Named Users	Up to 15,000

*Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

The terms referenced in the Oracle Marketing Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Eloqua & Content Marketing Cloud Service - Service Descriptions which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:
The Oracle Marketing Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service

Applicable Part # B83707

ORACLE CONFIGURE, PRICE, AND QUOTE CLOUD FOR MIDSIZE CLOUD SERVICE IS ONLY AVAILABLE IN NORTH AMERICA

Users of the Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle BigMachines CPQ Standard Edition Cloud Service
- Oracle BigMachines CPQ Transaction XLM Export Cloud Service

Usage Limits: The Oracle Configure, Price, and Quote Cloud for Midsize 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 1 production environment for this Oracle Cloud Service feature. 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)
Hosted Named User (1 Authorized User)	N/A	10

The terms referenced in the Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service not defined herein are defined in the Oracle BigMachines CPQ Cloud Service - Service Descriptions, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:

The Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Service Cloud for Midsize Cloud Service

Applicable Part # B83708

The Oracle Service Cloud for Midsize Cloud Service includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform. The Oracle Service Cloud for Midsize Cloud Service feature includes a number of Universal Tier Sessions set forth in Your order and defined below.

Web Experience functionality includes

- Oracle RightNow Email Management Cloud Service – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Oracle RightNow App Builder Experience Designer Cloud Service - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes**:**

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Oracle RightNow Asset Management and Product Tracking Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service including service and common configuration capabilities Oracle RightNow Contextual Workspaces Cloud Service and Oracle RightNow Opportunity Tracking Cloud Service
- Oracle RightNow Mobile Agent App Cloud Service, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations and staff.

Engage functionality includes**:**

- **Oracle RightNow Analytics Cloud Service -** inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes**:**

- **Oracle RightNow Mission Critical Cloud Service** - Oracle RightNow Cloud Platform Cloud Service
- **Oracle RightNow App Builder Custom Objects Cloud Service** – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.
- **Oracle RightNow Connect Cloud Service** - Oracle RightNow Connect Web Services Cloud Service consumes SOAP and/or REST APIs to provide integration capabilities between Oracle RightNow CX Cloud Service and other applications via an application programming interface.
- **Oracle RightNow Knowledge Cloud Service** – Self-learning knowledge foundation, answer management, agent knowledgebase, and Oracle RightNow SmartAssistant Cloud Service.

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

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.

One (1) Oracle RightNow Instance Cloud Service. An Instance of Oracle RightNow Cloud Service includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting.

- Database Storage limit of 1024 MB
- File Storage limit of 1024 MB (only applicable to Oracle RightNow Instance)
- Bandwidth limit of 5125 MB per Month for the Oracle RightNow Instance
- One (1) Email box (only applicable to Oracle RightNow Instance)
- One (1) Oracle RightNow Interface Cloud Service (only applicable to Oracle RightNow Instance)
- Two (2) Oracle Test Environment for Oracle RightNow Cloud Service

Following usage limits apply:

Hosted Named User	
Peak Database Storage	24 MB per User[1]
Peak File Storage	120 MB per User[1]
Monthly Bandwidth	120 MB per User[1]
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month[2]
Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month[4]
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).

Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days[6,7].

[1]Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon
the total number allocated across all users.

[2]Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

[4]Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

[6]Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

[7]Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Upgrade Support:

This Oracle Service Cloud for Midsize Cloud Service offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	• The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System	• Consultation, coaching or training around new features and functionality • Configuration of new features or
General support of upgrade process questions via incident	• The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. • Examples of incidents would be: timeline, UAT, cutover, next steps,	• Product related questions such as "how to configure a new feature".
Kick off meeting to outline important upgrade topics	• The TMM will present a kick off PowerPoint presentation to discuss the upgrade process and next steps.	

Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	• Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages.	• Management of non-upgrade related issues. • Management of incidents submitted more than 30 days after upgrade.
"Like for like" functionality migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	• Oracle may choose not to migrate a customer to a managed framework. • If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to obtain a 'like for like' functionality in the new version. • "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another.	• Duplication of look and feel when moving from one framework to another. • Set up or configuration of new features or functionality. • Core functionality testing. • Formal requirements or test plan documents. • Updates to managed framework customizations. • Customizations on unsupported platforms.
30-Day post-cutover support	• Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle.	• Support for code written by Oracle customers or third parties. • Incidents regarding custom code reported more than 30 days after upgrade.

through Oracle's support channel.

- Incidents regarding custom code reported more than 30 days after upgrade are not within scope of this service.

Universal Tier 1 Sessions

Universal Tier 1 Sessions Service Period Pool allows Users to access applications classified as "Universal Tier 1" – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook, and Oracle RightNow Community Cloud Service capabilities delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service.

End users may authenticate into Oracle Service Cloud for Midsize Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

The Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is only available as an add-on to an Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat).

Usage Limits: Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions per service period (starting on first day of the term) per Instance
- 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions, but will not be provisioned until professional services are purchased to implement the community features (Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook or Oracle RightNow Community Cloud Service). One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Compliance Implications:

- Consumption of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above.
- If during a particular session, the consumer only utilizes applications classified as "Universal Tier 1", then the session will count as a "Universal Tier 1 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

The terms referenced in the Oracle Service Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Customer Service and Support Cloud Services Descriptions and Metrics which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:

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

MIDSIZE SERVICE DESCRIPTIONS

Oracle Customer Experience Cloud for Midsize Cloud Service

Applicable Part # B83704

Users of the Oracle Customer Experience Cloud for Midsize Cloud Service are authorized to access the following features. Usage limits are defined at the feature level and as set forth in Your order. Oracle Cloud Policies are defined at the feature level.

FEATURES

Oracle Sales Cloud for Midsize Cloud Service

Applicable Part # B83705

Users of the Oracle Sales Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Common Customer Relationship Management
- Oracle Fusion Customer Center
- Oracle Fusion Opportunity Management
- Oracle Fusion Territory Management
- Oracle Fusion Lead Management
- Oracle Fusion Revenue Forecasting
- Oracle Social Network
- Oracle Fusion Customer Relationship Management for Microsoft Outlook
- Oracle Fusion Mobile Sales
- Oracle Fusion Sales Catalog
- Oracle Fusion Customer Data Steward Cloud Service
- Oracle Fusion Customer Hub Cloud Service
- Oracle Transactional Business Intelligence

As part of the Oracle Sales Cloud for Midsize Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service.

Usage Limits: The Oracle Sales Cloud for Midsize 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 2 environments for this Oracle Cloud Service feature. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)
Hosted Named User (1 Authorized User)	100,000	200

Oracle Cloud Policies:
The Oracle Sales Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Human Capital Management Cloud for Midsize Cloud Service

Applicable Part # B83865

Users of the Oracle Human Capital Management Cloud for Midsize Cloud Service are authorized to access

the following modules:

- Oracle Fusion Global Human Resources
- Oracle Transactional Business Intelligence
- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Performance Management
- Oracle Fusion Goal Management
- Oracle Fusion Career Development
- Oracle Fusion Expenses Cloud Service
- Financial Reports Center (Limited Use)

Access to Workforce Health and Safety Incidents Cloud Service (Part # B89482) is provided at no charge to enable you to manage your workplace health and safety issues during the covid-19 pandemic. This promotion is valid until April 30, 2021 and may be extended at the discretion of Oracle.

Usage Limits: The Oracle Human Capital Management Cloud for Midsize 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 2 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)
Hosted Employee (1 Authorized User)	5

Oracle Cloud Policies:
The Oracle Human Capital Management Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service

Applicable Part # B83857

Users of the Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing Cloud Service
- Oracle Fusion Financials Cloud Service

- Oracle Fusion Financials Report Center
- Oracle Transaction Business Intelligence for ERP
- Oracle Planning and Budgeting Cloud Service

Usage Limits: The Oracle Enterprise Resource Planning Cloud for Midsize 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 2 environments for this Oracle Cloud Service feature excepting Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

- Oracle will provision 2 environments for Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB

Oracle Cloud Policies:
The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Marketing Cloud for Midsize Cloud Service

Applicable Part # B83706

Users of the Oracle Marketing Cloud for Midsize Cloud Service are authorized to access the following modules:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service

Usage Limits: The Oracle Marketing Cloud for Midsize Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- The service comes with 10,000 Contacts. Additional Contacts may be purchased separately.
- Oracle will provision 1 production environment for this Oracle Cloud Service feature.
- See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Authorized User	Up to 1,000,000	Up to 1,500,000	Up to 25,000*	Up to 100,000	Up to 1,000	Up to 10 Hosted Named Users	Up to 15,000

*Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

The terms referenced in the Oracle Marketing Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Eloqua & Content Marketing Cloud Service - Service Descriptions which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:
The Oracle Marketing Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service

Applicable Part # B83707

ORACLE CONFIGURE, PRICE, AND QUOTE CLOUD FOR MIDSIZE CLOUD SERVICE IS ONLY AVAILABLE IN NORTH AMERICA

Users of the Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle BigMachines CPQ Standard Edition Cloud Service
- Oracle BigMachines CPQ Transaction XLM Export Cloud Service

Usage Limits: The Oracle Configure, Price, and Quote Cloud for Midsize 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 1 production environment for this Oracle Cloud Service feature. 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)
Hosted Named User (1 Authorized User)	N/A	10

The terms referenced in the Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service not defined herein are defined in the Oracle BigMachines CPQ Cloud Service - Service Descriptions, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:
The Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Service Cloud for Midsize Cloud Service

Applicable Part # B83708

The Oracle Service Cloud for Midsize Cloud Service includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform. The Oracle Service Cloud for Midsize Cloud Service feature includes a number of Universal Tier Sessions set forth in Your order and defined below.

Web Experience functionality includes

- Oracle RightNow Email Management Cloud Service – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Oracle RightNow App Builder Experience Designer Cloud Service - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes**:**

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Oracle RightNow Asset Management and Product Tracking Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service including service and common configuration capabilities Oracle RightNow Contextual Workspaces Cloud Service and Oracle RightNow Opportunity Tracking Cloud Service
- Oracle RightNow Mobile Agent App Cloud Service, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations and staff.

Engage functionality includes**:**

- **Oracle RightNow Analytics Cloud Service -** inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes**:**

- **Oracle RightNow Mission Critical Cloud Service** - Oracle RightNow Cloud Platform

Cloud
Service

- **Oracle RightNow App Builder Custom Objects Cloud Service** – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.
- **Oracle RightNow Connect Cloud Service** - Oracle RightNow Connect Web Services Cloud Service consumes SOAP and/or REST APIs to provide integration capabilities between Oracle RightNow CX Cloud Service and other applications via an application programming interface.
- **Oracle RightNow Knowledge Cloud Service** – Self-learning knowledge foundation, answer management, agent knowledgebase, and Oracle RightNow SmartAssistant Cloud Service.

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

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.

One (1) Oracle RightNow Instance Cloud Service. An Instance of Oracle RightNow Cloud Service includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting.

- Database Storage limit of 1024 MB
- File Storage limit of 1024 MB (only applicable to Oracle RightNow Instance)
- Bandwidth limit of 5125 MB per Month for the Oracle RightNow Instance
- One (1) Email box (only applicable to Oracle RightNow Instance)
- One (1) Oracle RightNow Interface Cloud Service (only applicable to Oracle RightNow Instance)
- Two (2) Oracle Test Environment for Oracle RightNow Cloud Service

Following usage limits apply:

Hosted Named User	
Peak Database Storage	24 MB per User[1]
Peak File Storage	120 MB per User[1]
Monthly Bandwidth	120 MB per User[1]
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month[2]
Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month[4]
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.

Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days[6,7].

[1]Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon
the total number allocated across all users.

[2]Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

[4]Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

[6]Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

[7]Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Upgrade Support:

This Oracle Service Cloud for Midsize Cloud Service offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	• The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System	• Consultation, coaching or training around new features and functionality • Configuration of new features or
General support of upgrade process questions via incident	• The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. • Examples of incidents would be: timeline, UAT, cutover, next steps,	• Product related questions such as "how to configure a new feature".
Kick off meeting to outline important upgrade topics	• The TMM will present a kick off PowerPoint presentation to discuss the upgrade process and next steps.	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	• Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages.	• Management of non-upgrade related issues. • Management of incidents submitted more than 30 days after upgrade.

"Like for like" functionality migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	• Oracle may choose not to migrate a customer to a managed framework. • If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to obtain a 'like for like' functionality in the new version. • "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another.	• Duplication of look and feel when moving from one framework to another. • Set up or configuration of new features or functionality. • Core functionality testing. • Formal requirements or test plan documents. • Updates to managed framework customizations. • Customizations on unsupported platforms.
30-Day post-cutover support	• Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle.	• Support for code written by Oracle customers or third parties. • Incidents regarding custom code reported more than 30 days after upgrade.

through Oracle's support channel.

- Incidents regarding custom code reported more than 30 days after upgrade are not within scope of this service.

Universal Tier 1 Sessions

Universal Tier 1 Sessions Service Period Pool allows Users to access applications classified as "Universal Tier 1" – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook, and Oracle RightNow Community Cloud Service capabilities delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service.

End users may authenticate into Oracle Service Cloud for Midsize Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

The Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is only available as an add-on to an Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat).

Usage Limits: Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions per service period (starting on first day of the term) per Instance
- 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions, but will not be provisioned until professional services are purchased to

implement the community features (Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook or Oracle RightNow Community Cloud Service). One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud
  Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation
  API Cloud Service per Billable Session.

Compliance Implications:

- Consumption of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above.
- If during a particular session, the consumer only utilizes applications classified as "Universal Tier 1", then
  the session will count as a "Universal Tier 1 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

The terms referenced in the Oracle Service Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Customer Service and Support Cloud Services Descriptions and Metrics which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:

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

ORACLE CUSTOMER EXPERIENCE CLOUD FOR MIDSIZE CLOUD SERVICE OPTIONS

Eloqua Marketing Basic Additional Contacts - 500 Contacts

Applicable Part # B84048

Usage Limits: Eloqua Marketing Basic Additional Contacts is subject to usage limits based on:

- A maximum number of 500 Contacts 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 Fusion Sales Campaigns Cloud Service - Hosted Named User

Applicable Part # B67275

Users of the Oracle Fusion Sales Campaigns Cloud Service are authorized to access the following module:

- Oracle Fusion Sales Campaigns

Usage Limits: The Oracle Fusion Sales Campaigns 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 2 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.
- No additional storage is provided. The Fusion Sales Campaigns Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

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 Fusion Financials Cloud Service - Premium Hosting – Hosted Named User

Applicable SKUs: B86344

The Oracle Fusion Financials Cloud Service - Premium Hosting enables access to annual planning, best practice guidance, service analysis, monitoring and security as described herein. The Oracle Fusion Financials Cloud Service - Premium Hosting is managed by an Oracle Technical Operations Manager (TOM). The Oracle Fusion Financials Cloud Service - Premium Hosting offering includes the following modules and features:

- Preparation of a "52 Week Plan" operational plan that includes implementation activities, operational maintenance, critical business events, and financial goals
- Assistance with 3rd party public and private cloud integrations
- Pre go-live implementation review and assessment
- Go-live management and tracking of critical milestones
- Customized restore schedule
- Execution of functional health checks after change management activities or similar
- Prioritized production to test and test to test refreshes
- Daily delivery of end user and application performance reports
- Perform load test no more than once per year at a mutually agreed upon time on an environment with customer data and setup
- Personalized 1:1 review of SOC1 audit results, 3rd party penetration tests or similar once per year
- Named primary and secondary Point of Contact

Usage Limits:

The Oracle Fusion Financials Cloud Service - Premium Hosting is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion CRM/HCM/ERP for Financial Services Cloud Service

Applicable SKUs: B78909, B78910, B78911

Available in United States and EMEA 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 and EMEA Data Center Region. 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 Transparent Data Encryption (TDE)
- Oracle Database Vault and BreakGlass
- 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:

- A maximum number of Authorized Users[1] as defined in your order
- Oracle will provision 2 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 and/or storages may be purchased subject to additional fees.

- No additional storage is provided. The Oracle FS Cloud Service uses the storage provided under your Fusion CRM/ERP/HCM Base Cloud Service.

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.

[1] Authorized User in Global HCM Cloud Service and OTBI is Hosted Employee. For all other HCM services is Hosted Named User. In CRM and ERP is Hosted Named User.

Oracle Cloud Business Help Desk

Part # B85992 Oracle Cloud Business Help Desk: Base Fee
Part # B85991 Oracle Cloud Business Help Desk

DESCRIPTIONS FOR THIS PART CAN BE FOUND AT WWW.ORACLE.COM/CONTRACTS UNDER THE HEADING ORACLE CLOUD ADVANCED CUSTOMER SUPPORT SERVICE
(Direct link is: http://www.oracle.com/us/corporate/contracts/cloud-business-help-desk-3070587.pdf)

Oracle Fusion for CRM / ERP / HCM for United States Department of Defense Cloud Service

Applicable SKUs: B78140, B78144, B78148

Available in United States Only

The Oracle 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 5 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 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.

Encryption at rest, Oracle Transparent Data Encryption (TDE) and Oracle Database Vault are included with this offering.

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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion for CRM / ERP / HCM for United Kingdom Government Cloud Service

Applicable SKUs: B78141, B78145, B78149

Available in United Kingdom Only

For this Oracle Fusion CRM/ERP/HCM for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR.
Access to customer's transactional data will be restricted to UK Nationals residing in UK.

The Oracle Fusion CRM/ERP/HCM for United Kingdom Government Cloud Service includes support from a U.K. Cloud Operations public sector compliance analyst to assist You with Your own certification/assertion process. Oracle will maintain this Cloud Service in alignment with the requirements of ISO 27001 and Cloud Security Principles.

This offering includes the following:

- Oracle Database Vault and Break Glass for Fusion Cloud Service (B85679)

The Oracle Fusion CRM/ERP/HCM for United Kingdom Government Cloud Service is available only in the United Kingdom, and to be purchased, must specifically be referenced in the Ordering Document. This service does not include any customizations. Any customizations will require a separate order for additional services, if available, subject to additional fees.

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 Fusion Talent Management Base Cloud Service- Hosted Named User

Applicable Part # B85801

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

- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Transactional Business Intelligence

Users of Oracle Fusion Talent Management Base 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 Talent Management Base 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 2 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)	Bandwidth
Hosted Named User (1 Authorized User)	5	N/A

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 Fusion Employee Wellness Cloud Service-Hosted Named User

Applicable Part # B81292
Users of the Oracle Fusion Employee Wellness Cloud Service are authorized to access the following modules:

- Oracle Fusion Employee Wellness Cloud Service

Users of Oracle Fusion Employee Wellness 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 Employee Wellness 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Workforce Compensation Cloud Service- Hosted Named User

Applicable Part # B67295

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

- Oracle Fusion Workforce Compensation

Users of Oracle Fusion Workforce Compensation 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 Compensation 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 2 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)	Bandwidth
Hosted Named User (1 Authorized User)	5	N/A

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.

Sales Performance Management Cloud Service-Hosted Named User

Applicable Part # B85213

Users of the Oracle Sales Performance Management Cloud Service are authorized to access the following modules:

- Territory Management
- Quota Management
- Incentive Compensation
- Sales Coaching
- Assessments
- Gamification

- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules
- Manual merge and auto merge
- Linking
- Audit reporting
- Data Quality – Address Verification

Usage Limits: The Oracle Sales Performance 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 2 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	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

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.

Customer Data Management Cloud Service-Hosted Named User

Applicable Part # B85214

Users of the Oracle Customer Data Management Cloud Service are authorized to access the following modules:

- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules

- Manual merge and auto merge
- Linking
- Audit reporting

Usage Limits: The Oracle Customer Data 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 2 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	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	50,000	200	N/A

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 Fusion Incentive Compensation Cloud Service-Hosted Compensated Individual

Applicable Part # B67272

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

- Oracle Fusion Incentive Compensation

Usage Limits: The Oracle Fusion Incentive 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 2 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 Compensated Individual:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth

Hosted Compensated Individual (1 Authorized User)	1,000,000	N/A	N/A

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 Fusion Oracle Fusion Workforce Health and Safety Incidents Cloud Service-Hosted Named User

Applicable Part # B87864

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

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:

- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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 (MB)	Bandwidth
Hosted Named User	5	200	N/A

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 Employee Wellness Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85789

Users of the Oracle Employee Wellness Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Employee Wellness Cloud for Midsize Cloud Service

Users of Oracle Employee Wellness Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- The Oracle Employee Wellness Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Adaptive Intelligent Offers - 1000 Offer Visits

Part #: B87113

Users of the Oracle Adaptive Intelligent Offers– 1000 Offer Visits are authorized to access the following module and features:

- Oracle Adaptive Intelligent Offers

Usage Limits: The Oracle Adaptive Intelligent Offers – 1000 Offer Visits is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of 1000 Offer Visits as set forth in Your order.

If Your use of the Oracle Adaptive Intelligent Offers - 1000 Offer Visits exceeds the Quantity specified above (whether such excess usage occurs during or after the Service Period in this order), or if You have increased the Quantity under this order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of Your current Quantity.

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 Fusion Accounting Hub Reporting Cloud Service- Hosted Named User

Applicable Part # B78966

Users of the Oracle Fusion Accounting Hub Reporting Cloud Service are authorized to access the following modules:

- Oracle Fusion General Ledger, Fusion HCM Core Components, Fusion Common Components
- Oracle Fusion Reports Center
- Hyperion Financial Reporting
- Hyperion Smart View
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Accounting Hub Reporting Cloud Service is subject to usage limits
based upon:

a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for Saudi Arabia-Hosted Employee

Applicable Part # B86338

Users of the Oracle Payroll Cloud Service for Saudi Arabia are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for Saudi Arabia is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order

- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

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 Payroll Cloud Service for United Arab Emirates-Hosted Employee

Applicable Part # B86339

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for United Arab Emirates is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

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 Payroll Cloud Service for Kuwait-Hosted Employee

Applicable Part # B86340

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for Kuwait is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

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 Sales Cloud Essential User Cloud Service - Hosted Named User

Applicable Part # B86409

Users of the Oracle Sales Cloud Essential User Cloud Service are authorized to access the following modules:

- Limited use of Oracle Sales Cloud Service as follows:

Oracle Sales Cloud Essential User Cloud Service allows authorized employees “read" experience including reports, “approve transactions” capability and "edit" capabilities for add attachments, notes, comments and create activities .

Usage Limits: The Oracle Sales Cloud Essential User Cloud Service is subject to usage limits based upon the base offering it is associated with per 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, which may be viewed at www.oracle.com/contracts

Sales Cloud for Consumer Goods Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81524

Users of the Sales Cloud for Consumer Goods Cloud Service are authorized to access the following:

- Retail Execution
  - Store visit appointments
  - Store visit tasks
  - Account 360
  - Store Check in
  - Inventory Audit
  - Store Visit Photos and Notes
  - Promotion Presentation
  - Shopping Cart and Order Capture
  - Store Check Out
- Trade Promotion Management
  - Corporate Promotions
  - Fixed and Variable Tactics for Promotions
  - Account Promotions
  - Trade Funds
  - Promotion Evaluation
  - Price Book
  - Retail Sales Manager Dashboard

Usage Limits: The Sales Cloud for Consumer Goods Cloud Service is subject to usage limits based upon:

- 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, which may be viewed at www.oracle.com/contracts

Sales Cloud for Financial Services Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81522

Users of the Sales Cloud for Financial Services Cloud Service are authorized to access the following:

- Integration with Oracle Policy Automation (OPA) supports Needs Analysis in account, contact, household, partner, lead, opportunity and activities
- Lead and opportunity Needs Analysis interviews
- Case Management for life events

- Inheritance Management Mobile App
- Transparent Data Encryption
- Database Vault

Usage Limits: The Sales Cloud for Financial Services Cloud Service is subject to usage limits based upon:

- 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, which may be viewed at www.oracle.com/contracts

Oracle Sales Cloud Service for High Tech and Manufacturing - Hosted Named Employee

Applicable Part # B81521

Users of the Oracle Sales Cloud Service for High Tech and Manufacturing are authorized to access the following modules:

- Oracle Sales Cloud Service for High Tech and Manufacturing
- Oracle Sales Cloud for Channel Manager Cloud Service
- Oracle Sales Cloud for Partner Manager Cloud Service

Usage Limits: The Oracle Sales Cloud Service for High Tech and Manufacturing is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Named Employee)

Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Sales Cloud for Communications Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81523

Users of the Sales Cloud for Communciations Cloud Service are authorized to access the following:

- Billing Management and Usage Analytics

- Contract Renewal Management

Usage Limits: The Sales Cloud for Communications Cloud Service is subject to usage limits based upon:

- 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Premium Hosting Cloud Service – Each

Applicable SKUs: B87817

The Oracle Fusion Premium Hosting Cloud Service enables access to annual planning, best practice guidance, service analysis, monitoring and security as described herein. The Oracle Fusion Premium Hosting Cloud Service is managed by an Oracle Technical Operations Manager (TOM). The Oracle Fusion Premium Hosting Cloud Service offering includes the following ~~modules and~~ features:

- Pre go-live implementation review and assessment
- Go-live management and tracking of critical milestones
- A high level of technical oversight during upgrades and major change events to ensure tighter downtime window and regular customer updates
- Execution of functional health checks after change management activities or similar
- Work on behalf of the customer during any critical incident responses
- Delivery of end user and application performance reports based on customer specific monitoring and RUEI (Real User Experience Insight) reports
- Proactively identify need~~s~~ for capacity reviews based on changing customer business needs and business events.
- Named primary and secondary Technical Operations Manager (TOM).

Usage Limits:

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

- Usage limits based on underlying service.
- 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, which may be viewed at www.oracle.com/contracts.

Oracle Marketing for Midsize Cloud Service

Applicable Part # B85782

Users of the Oracle Marketing for Midsize Cloud Service are authorized to access the following modules:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service

Usage Limits

- The Oracle Marketing for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- The service comes with 10,000 contacts. Additional contacts can be purchased separately.
- Oracle will provision one production environment for this Oracle Cloud Service feature.
- See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	E-mail Sends Per Month	E-mail Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Authorized User	Up to 1,000,000	Up to 1,500,000	Up to 25,000*	Up to 100,000	Up to 1,000	Up to 10 Hosted Named Users	Up to 15,000

*E-mail throughput may vary with overall system load, complexity of e-mail content, and number of concurrent sending activities.

The terms referenced in the Oracle Marketing for Midsize Cloud Service not defined herein are defined in the Oracle Eloqua & Content Marketing Cloud Service - Service Descriptions which you can view at www.oracle.com/contracts.

Oracle Cloud Policies
The Oracle Marketing Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Configure, Price, and Quote for Midsize Cloud Service

Applicable Part # B85783

Available only in North America

Users of the Oracle Configure, Price, and Quote for Midsize Cloud Service are authorized to access the following modules:

- Oracle BigMachines CPQ Standard Edition Cloud Service
- Oracle BigMachines CPQ Transaction XLM Export Cloud Service

Usage Limits

- The Oracle Configure, Price, and Quote for Midsize 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 one production environment for this Oracle Cloud Service feature.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)
Hosted Named User (1 Authorized User)	NA	10

The terms referenced in the Oracle Configure, Price, and Quote for Midsize Cloud Service not defined herein are defined in the Oracle BigMachines CPQ Cloud Service - Service Descriptions, which you can view at www.oracle.com/contracts.

Oracle Cloud Policies
The Oracle Configure, Price, and Quote for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Service for Midsize Cloud Service

Applicable Part # B85784

The Oracle Service for Midsize Cloud Service includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform. The Oracle Service Cloud for Midsize Cloud Service feature includes a number of Universal Tier Sessions set forth in your order and defined below.

Web Experience functionality includes:

- Oracle RightNow Email Management Cloud Service – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Oracle RightNow App Builder Experience Designer Cloud Service - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes**:**

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters
- Business rules, escalations, and routing

- Interaction management including unified multichannel management, basic screen-pop and
  Offer Advisor
- Oracle RightNow Asset Management and Product Tracking Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service including service and common configuration capabilities, Oracle RightNow Contextual Workspaces Cloud Service, and Oracle RightNow Opportunity Tracking Cloud Service
- Oracle RightNow Mobile Agent App Cloud Service, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations, and staff

Engage functionality includes**:**

- Oracle RightNow Analytics Cloud Service – inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting, and scheduled reports

Platform functionality includes**:**

- Oracle RightNow Mission Critical Cloud Service – Oracle RightNow Cloud Platform Cloud Service.
- Oracle RightNow App Builder Custom Objects Cloud Service – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.
- Oracle RightNow Connect Cloud Service – Oracle RightNow Connect Web Services Cloud Service consumes SOAP and/or REST APIs to provide integration capabilities between Oracle RightNow CX Cloud Service and other applications via an application programming interface.
- Oracle RightNow Knowledge Cloud Service – Self-learning knowledge foundation, answer management, agent knowledgebase, and Oracle RightNow SmartAssistant Cloud Service.

Usage Limits

The Oracle Service Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.

One (1) Oracle RightNow Instance Cloud Service. An Instance of Oracle RightNow Cloud Service includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management, and reporting.

- Database Storage limit of 1024 MB
- File Storage limit of 1024 MB (only applicable to Oracle RightNow Instance)
- Bandwidth limit of 5125 MB per Month for the Oracle RightNow Instance
- One (1) Email box (only applicable to Oracle RightNow Instance)
- One (1) Oracle RightNow Interface Cloud Service (only applicable to Oracle RightNow Instance)
- Two (2) Oracle Test Environment for Oracle RightNow Cloud Service\

The following usage limits apply:

Hosted Named User

Peak Database Storage	24 MB per User[1]
Peak File Storage	120 MB per User[1]
Monthly Bandwidth	120 MB per User[1]
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month[2]
Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month[4]
	Absolute Limit of 7,500,000 per day (regardless of the number of authorized users purchased).
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of five Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is fewer than 200 per instance.
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days[6,7].

[1]Allocated per User purchased, to be added together into a pool of available capacity and monitored based on
the total number allocated across all users.

[2]Allocated per organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

[4]Allocated per user purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

[6]Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

[7]Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Upgrade Support

This Oracle Service Cloud for Midsize Cloud Service offering includes "like for like upgrade support" for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site to achieve functional parity, although the code itself can be modified to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions

Communication of major release changes	• The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System	• Consultation, coaching, or training around new features and functionality • Configuration of new features or
General support of upgrade process questions via incident	• The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. • Examples of incidents would be timeline, UAT, cutover, next steps,	• Product related questions such as "how to configure a new feature"
Kickoff meeting to outline important upgrade topics	• The TMM will present a kickoff PowerPoint presentation to discuss the upgrade process and next steps.	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	• Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Service or legacy Oracle RightNow Customer Care Packages.	• Management of non upgrade related issues • Management of incidents submitted more than 30 days after upgrade.
"Like for like" functionality migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	• Oracle may choose not to migrate a customer to a managed framework. • If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to obtain a 'like for like' functionality in the new version. • "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another.	• Duplication of look and feel when moving from one framework to another. • Set up or configuration of new features or functionality. • Core functionality testing. • Formal requirements or test plan documents. • Updates to managed framework customizations. • Customizations on unsupported platforms.
30-day post-cutover support	• Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will address custom code incidents only for code written by Oracle.	• Support for code written by Oracle customers or third parties. • Incidents regarding custom code reported more than 30 days after upgrade.

through Oracle's support channel.

- Incidents regarding custom code reported more than 30 days after upgrade are not within scope of this service.

Universal Tier 1 Sessions

Universal Tier 1 Sessions Service Period Pool allows users to access applications classified as "Universal Tier 1," which include Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud

Service for Facebook, and Oracle RightNow Community Cloud Service capabilities delivered through a web page. Consumers also can access the Oracle RightNow Connect Knowledge Foundation API Cloud Service.

End users can authenticate into Oracle Service Cloud for Midsize Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

The Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is available only as an add-on to an Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat).

Usage Limits

- Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is subject to usage limits based on a maximum number of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions per service period (starting on first day of the term) per Instance.
- One Oracle RightNow Community Instance Cloud Service will be allocated to the customer for the first purchase of Billable Sessions, but will not be provisioned until professional services are purchased to implement the community features (Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook or Oracle RightNow Community Cloud Service). One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud
  Service for every one Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation
  API Cloud Service per Billable Session.

Compliance Implications

- Consumption of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions is based on the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above.
- If during a particular session the consumer utilizes only applications classified as "Universal Tier 1", then
  the session will count as a "Universal Tier 1 Session" for compliance purposes. If other tiers are purchased and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

The terms referenced in the Oracle Service Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Customer Service and Support Cloud Services Descriptions and Metrics, which you can view at www.oracle.com/contracts.

Oracle Cloud Policies

The Oracle Service Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle ERP Financials for Midsize Cloud Service – Hosted Named User

Applicable Part # BB85664

Users of the Oracle ERP Financials for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Financials
- Oracle Fusion Reports Center
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle ERP Financials for Midsize Cloud Service 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Customer Experience Cloud for Midsize Cloud Service

Applicable Part # B85774

Users of the Oracle Customer Experience Cloud for Midsize Cloud Service are authorized to access the following features. Usage limits are defined at the feature level and as set forth in your order. Oracle Cloud Policies are defined at the feature level.

Features

Oracle Sales for Midsize Cloud Service

Applicable Part # B85775

Users of the Oracle Sales for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Common Customer Relationship Management
- Oracle Fusion Customer Center
- Oracle Fusion Opportunity Management
- Oracle Fusion Territory Management
- Oracle Fusion Lead Management
- Oracle Fusion Revenue Forecasting
- Oracle Social Network
- Oracle Fusion Customer Relationship Management for Microsoft Outlook
- Oracle Fusion Mobile Sales

- Oracle Fusion Sales Catalog
- Oracle Fusion Customer Data Steward Cloud Service
- Oracle Fusion Customer Hub Cloud Service
- Oracle Transactional Business Intelligence

As part of the Oracle Sales for Midsize Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service.

Usage Limits

- The Oracle Sales for Midsize 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 feature. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)
Hosted Named User (1 Authorized User)	100,000	200

Oracle Cloud Policies
The Oracle Sales Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Voice for Midsize Cloud Service – Hosted Named User

Applicable Part # B85776

Users of the Oracle Voice for Midsize Cloud Service for Oracle Sales Cloud are authorized to access the following module:

- Oracle Fusion Voice Cloud Service for Oracle Sales Cloud

Usage Limits

- Oracle will make the Oracle Fusion Voice Cloud Service for Oracle Sales Cloud client application available for download at the Apple Apps Store https://itunes.apple.com/us/genre/mobile- software-applications/id36.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Enterprise Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Enterprise Contracts Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85777

Users of the Oracle Enterprise Contracts Management for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts Management

Usage Limits

- The Oracle Enterprise Contracts Management for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

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

Oracle Incentive Compensation for Midsize Cloud Service – Hosted Compensated Individual

Applicable Part # B85778

Users of the Oracle Incentive Compensation for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Incentive Compensation

Usage Limits

- The Oracle Incentive Compensation for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Compensated Individual:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Compensated Individual (1 Authorized User)	1,000,000	NA	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Mobilytics for Midsize Cloud Service – Hosted Named User

Applicable Part # B85779

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

- Fusion Mobilytics iPad Servlet

Usage Limits

- The Oracle Mobilytics for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).

Oracle Cloud Policies
Not applicable.

Oracle Opportunity Landscape for Midsize Cloud Service – Hosted Named User

Applicable Part # B85780

Users of the Oracle Opportunity Landscape for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Opportunity Landscape

Usage Limits

- The Oracle Opportunity Landscape for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Sales Campaigns for Midsize Cloud Service – Hosted Named User

Applicable Part # B85781

Users of the Oracle Sales Campaigns for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Sales Campaigns

Usage Limits

- The Oracle Sales Campaigns for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery policies, which you can view at www.oracle.com/contracts.

Oracle Transactional Business Intelligence for Midsize Cloud Service – Hosted Named User

Applicable Part # B85785

Users of the Oracle Transactional Business Intelligence for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits

- The Oracle Transactional Business Intelligence for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud application. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Eloqua Marketing Basic Additional Contacts Cloud Service – 500 Contacts

Applicable Part # B85786

Usage Limits

- Eloqua Marketing Basic Additional Contacts is subject to usage limits based on a maximum number of 500 Contacts 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 you can view at www.oracle.com/contracts.

Oracle Human Capital Management Cloud for Midsize Cloud Service

Applicable Part # B85788

Users of the Oracle Human Capital Management Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Global Human Resources
- Oracle Transactional Business Intelligence
- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Performance Management
- Oracle Fusion Goal Management
- Oracle Fusion Career Development
- Oracle Fusion Expenses Cloud Service
- Financial Reports Center (limited use)

Access to Workforce Health and Safety Incidents Cloud Service (Part # B89482) is provided at no charge to enable you to manage your workplace health and safety issues during the covid-19 pandemic. This promotion is valid until April 30, 2021 and may be extended at the discretion of Oracle.

Usage Limits

- The Oracle Human Capital Management Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)
Hosted Employee (1 Authorized User)	5

Oracle Cloud Policies

The Oracle Human Capital Management Cloud for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Time and Labor for Midsize Cloud Service – Hosted Named User

Applicable Part # B85790

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

- Oracle Time and Labor for Midsize Cloud Service

Usage Limits

- The Oracle Time and Labor for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User	5	NA

Oracle Cloud Policies

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

Oracle Talent Review and Succession Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85791

Users of the Oracle Talent Review and Succession Management for Midsize Cloud Service are authorized to access the following module:

- Oracle Talent Review and Succession Management

Users of Oracle Talent Review and Succession Management for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- The Oracle Talent Review and Succession Management for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth

Hosted Named User (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Workforce Compensation for Midsize Cloud Service – Hosted Named User

Applicable Part # B85792

Users of the Oracle Workforce Compensation for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Workforce Compensation

Users of Oracle Workforce Compensation for Midsize 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 or tracked by this program.

Usage Limits

- The Oracle Workforce Compensation for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Recruiting for Midsize Cloud Service – Hosted Employee

Applicable Part # B89618

Users of the Recruiting for Midsize Cloud Service are authorized to access the following modules:

- Oracle Recruiting for Midsize Cloud Service

Usage Limits

- The Oracle Recruiting for Midsize 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 2 environments for this Oracle Cloud Service. 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, which can be viewed at www.oracle.com/contracts.

Oracle Work Life for Midsize Cloud Service – Hosted Named User

Applicable Part # B89619

Users of the Work Life for Midsize Cloud Service are authorized to access the following modules:

- Oracle Work Life for Midsize Cloud Service

Usage Limits

- The Oracle Work Life for Midsize 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 2 environments for this Oracle Cloud Service. 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, which can be viewed at www.oracle.com/contracts.

Oracle Human Capital Management Base Cloud for Midsize Cloud Service – Hosted Employee

Applicable Part # B85793

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

- Oracle Fusion Global Human Resources
- Oracle Fusion Network at Work

- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Career Development
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle Human Capital Management Base Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Goal Management Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85794

Users of the Oracle HCM Goal Management Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Goal Management

Users of Oracle HCM Goal Management Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- The Oracle HCM Goal Management Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Performance Management Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85795

Users of the Oracle HCM Performance Management Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Performance Management

Users of Oracle HCM Performance Management Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- Oracle Fusion Performance Management Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Expenses Cloud for Midsize Cloud Service – Hosted Expense Report

Applicable Part # B85796

Users of the Oracle HCM Expenses Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Expenses
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits

- The Oracle HCM Expenses Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized expense reports (Hosted Expense Report).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for non-production use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Career Development Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85797

Users of the Oracle HCM Career Development Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Career Development Cloud Service

Users of Oracle HCM Career Development Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- The Oracle HCM Career Development Cloud for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for

nonproduction use.

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User (1 Authorized User)	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Transactional Business Intelligence for Midsize Cloud Service – Hosted Named User

Applicable Part # B85798

Users of the Oracle Transactional Business Intelligence for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits

- The Oracle Transactional Business Intelligence for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud application. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Enterprise Resource Planning for Midsize Cloud Service

Applicable Part # B85663

Users of the Oracle Enterprise Resource Planning for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing Cloud Service
- Oracle Fusion Financials Cloud Service
  - Oracle Fusion Financials Report Center
  - Lease Accounting
- Oracle Transaction Business Intelligence for ERP

- Oracle Planning and Budgeting Cloud Service

Usage Limits

- The Oracle Enterprise Resource Planning for Midsize 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 feature excepting Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- Oracle will provision two environments for Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB.

Oracle Cloud Policies
The Oracle Enterprise Resource Planning for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle ERP Purchasing for Midsize Cloud Service – Hosted Named User

Applicable Part # B85771

Users of the Oracle ERP Purchasing for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits

- The Oracle ERP Purchasing for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Enterprise Resource Planning and Budgeting for Midsize Cloud Service – Hosted Named User

Applicable Part # B85665

Users of the Oracle Enterprise Resource Planning and Budgeting for Midsize Cloud Service are

authorized to access the following module:

- Oracle Planning and Budgeting Cloud Service

Usage Limits

- The Oracle Enterprise Resource Planning and Budgeting for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle ERP Financial Reports Center for Midsize Cloud Service – Hosted Named User

Applicable Part #B85666

Users of the Oracle ERP Financial Reports Center for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Reports Center

Usage Limits

- The Oracle ERP Financial Reports Center for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Transactional Business Intelligence Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85667

Users of the Oracle Transactional Business Intelligence Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits

- The Oracle Transactional Business Intelligence for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud application. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Automated Invoice Processing for Midsize Cloud Service – Hosted 1,000 Records

Applicable Part # B85668

Users of the Oracle Automated Invoice Processing for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Automated Invoice Processing

Usage Limits

- The Oracle Automated Invoice Processing for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized invoices (Hosted 1,000 Records).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

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

Oracle Expenses for Midsize Cloud Service – Hosted Expense Report

Applicable Part # B85669

Users of the Oracle Expenses for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Expenses
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and

list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits

- The Oracle Expenses for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized expense reports (Hosted Expense Report).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for non-production use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Advanced Collections for Midsize Cloud Service – Hosted Named User

Applicable Part # B85670

Users of the Oracle Advanced Collections for Midsize Cloud Service are authorized the access to the following module:

- Oracle Fusion Advanced Collections
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle Advanced Collections for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts..

Oracle Revenue Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85671

Users of the Oracle Revenue Management for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Revenue Management Cloud Service
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle Revenue Management for Midsize 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 is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Supplier Portal for Midsize Cloud Service – Hosted Named User

Applicable Part # B85672

Users of the Oracle Supplier Portal for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Supplier Portal

Usage Limits

- The Oracle Supplier Portal for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Supplier Qualification Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85673

Users of the Oracle Supplier Qualification Management for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Supplier Qualification Management
- Oracle Transactional Business Intelligence for Procurement

Usage Limits

- The Oracle Supplier Qualification Management for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

- The following metrics apply per Hosted Named User.

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	200,000	200	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Sourcing for Midsize Cloud Service – Hosted Named User

Applicable Part # B85674

Users of the Oracle Sourcing for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Sourcing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits

- The Oracle Sourcing for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- When subscribing to Oracle Fusion Supplier Portal Cloud Service the number of users needs to match the number of Oracle Fusion Purchasing Cloud Service users (Applicable Part # B69717).

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Procurement Contracts for Midsize Cloud Service – Hosted Named User

Applicable Part # B85675

Users of the Oracle Procurement Contracts for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Procurement Contracts
- Oracle Fusion Enterprise Contracts Management

Usage Limits

The Oracle Procurement Contracts for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

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

Applicable Part # B85676

Users of the Oracle Self-Service Procurement for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Self Service Procurement

Usage Limits

The Oracle Self Service Procurement for Midsize 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 Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

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

Applicable Part # B87331

Formerly known as Oracle WebCenter Forms Recognition for Midsize Cloud Service – Hosted 1,000 Records

Oracle Fusion Document Recognition for Midsize Cloud Service – Hosted 1,000 Records includes:

- Document creation using document recognition technology appropriate to your Fusion Cloud environment for:
    - Payables Invoices

Usage Limits

- The Oracle Fusion Document Recognition for Midsize 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 nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Learning For Midsize Cloud Service- Hosted Named User

Applicable Part # B88372

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

- Oracle Learning Cloud Service

Users of Oracle Learning For Midsize 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 Learning For Midsize 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 2 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)	Bandwidth
Hosted Named User	5	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle B2B Storefront for Commerce Cloud Service-Each

Applicable Part #: B87814

Users of Oracle B2B Storefront for Commerce Cloud Service are authorized to access the following modules and features:

- B2B

You are required to purchase and maintain the Oracle Commerce Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Additional for Commerce Cloud Service is subject to usage limits as follows:

- Oracle will provision 1 environments for this Oracle Cloud Service.

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 Fusion Financials Cloud Service- Hosted Named User

Applicable Part # B69711

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

- Oracle Fusion Financials
- Oracle Fusion Reports Center
- Joint Venture Management
- Lease Accounting
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Advanced Collections Cloud Service- Hosted Named User

Applicable Part # B69714

Users of the Oracle Fusion Advanced Collections Cloud Service are authorized the access the following module:

- Oracle Fusion Advanced Collections
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Advanced Collections Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts..

Oracle Fusion Revenue Management Cloud Service-Hosted Named User

Applicable Part # B75289

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

- Oracle Fusion Revenue Management Cloud Service
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Revenue 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Grants Management Cloud Service - Hosted Named User

Applicable Part # B78967

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

- Oracle Fusion Grants Management

Usage Limits: The Oracle Fusion Grants Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 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 metrics shall apply per Hosted Named User

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	500,000	200	N/A

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 Fusion Project Contract Billing Cloud Service- Hosted Named User

Applicable Part # B84629

Users of the Oracle Fusion Project Contract Billing Cloud Service are authorized to access the following module:

- Oracle Fusion Project Billing
- Oracle Fusion Project Contracts
- Oracle Fusion Enterprise Contracts Management
- Oracle Fusion Transactional Business Intelligence for Projects

Usage Limits: The Oracle Fusion Project Contract Billing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 environments for this Oracle Cloud Enterprise 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.

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 Fusion Project Financials Cloud Service- Hosted Named User

Applicable Part # B84628

Users of the Oracle Fusion Project Financials Cloud Service are authorized to access the following module:

- Oracle Fusion Project Costing
- Oracle Fusion Project Control
- Oracle Fusion Project Performance Reporting
- Oracle Fusion Transactional Business Intelligence for Projects

Usage Limits: The Oracle Fusion Project Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 environments for this Oracle Cloud Enterprise 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.

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.

Fusion Automated Invoice Processing Cloud Service-Hosted 1,000 Records

Applicable Part # B73947

Users of the Oracle Fusion Automated Invoice Processing Cloud Service are authorized to access the following module:

- Oracle Fusion Automated Invoice Processing

Usage Limits: The Oracle Fusion Automated Invoice Processing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Invoices (Hosted 1,000 Records)
- Oracle will provision 2 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.
- No additional storage is provided. The Oracle Fusion Automated Invoice Processing Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

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 Fusion Document Recognition Cloud Service-Hosted 1,000 Records

Applicable Part # B73948

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 2 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 Project Management Cloud Service- Hosted Named User

Applicable Part # B73403

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

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation

Usage Limits: The Oracle Fusion Project 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Project Resource Management Cloud Service-Hosted Managed Resource

Applicable Part # B73404

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

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation

Usage Limits: The Oracle Fusion Project Resource Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Managed Resource) as defined in your order
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Task Management Cloud Service- Hosted Named User

Applicable Part # B73405

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

- Oracle Fusion Task Management Cloud Service
    - Oracle Fusion Project Foundation Cloud Service

Usage Limits: The Oracle Task Project 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Expenses Cloud Service-Hosted Expense Report

Applicable Part # B69713

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

- Oracle Fusion Expenses
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Fusion Expenses Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Expense Reports (Hosted Expense Report)
- Oracle will provision 2 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.
- No additional storage is provided. The Oracle Fusion Expenses Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

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 Fusion Time and Labor for Projects Cloud Service-Hosted Named User

Applicable Part # B78901

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

- Oracle Fusion Time and Labor for Projects Cloud Service
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Fusion Time and Labor for Projects 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 2 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.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	5	200	N/A

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 Fusion Transactional Business Intelligence Cloud Service- Hosted Named User

Applicable Part # B84576

Users of the Oracle Fusion Transactional Business Intelligence Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits: The Oracle Fusion Transactional Business Intelligence Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle 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.

- No additional storage is provided. The Oracle Fusion Transactional Business Intelligence Cloud Service uses the storage provided under your applicable Oracle Fusion Cloud Service.

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 Fusion Advanced Access Controls Cloud Service - Hosted Named User

Applicable Part # B87771

Users of the Oracle Fusion Advanced Access Controls Cloud Service are authorized to access the following module:

- Fusion Advanced Access Controls

Usage Limits: The Oracle Fusion Advanced Access Controls Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 required subscription quantity for this cloud service is the subscription quantity for Oracle Financials Cloud Service.

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 Fusion Advanced Financial Controls Cloud Service - Hosted Named User

Applicable Part # B84625

Users of the Oracle Fusion Advanced Financial Controls Cloud Service are authorized to access the following module:

- Fusion Advanced Financial Controls

Usage Limits: The Oracle Fusion Advanced Financial Controls Cloud Service is subject to usage limits
based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 required subscription quantity for this cloud service is the subscription quantity for Oracle Financials Cloud Service.

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 Fusion Financials Cloud Service- Hosted Employee

Applicable Part # B86836

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

- Oracle Fusion Financials
- Oracle Fusion Reports Center
- Joint Venture Management
- Lease Accounting
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Expenses Cloud Service-Hosted Employee

Applicable Part # B86838

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

- Oracle Fusion Expenses
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Fusion Expenses Cloud Service is subject to usage limits based upon:

- a maximum number of Autho73405rized Users (Hosted Employee)
- Oracle will provision 2 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 Fusion Expenses Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

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 Fusion Advanced Collections Cloud Service- Hosted Employee

Applicable Part # B86839

Users of the Oracle Fusion Advanced Collections Cloud Service are authorized the access the following module:

- Oracle Fusion Advanced Collections
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Advanced Collections Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts..

Oracle Fusion Project Contract Billing Cloud Service- Hosted Employee

Applicable Part # B86849

Users of the Oracle Fusion Project Contract Billing Cloud Service are authorized to access the following module:

- Oracle Fusion Project Billing
- Oracle Fusion Project Contracts
- Oracle Fusion Enterprise Contracts Management
- Oracle Fusion Transactional Business Intelligence for Projects

Usage Limits: The Oracle Fusion Project Contract Billing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
  Oracle will provision 2 environments for this Oracle Cloud Enterprise 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.

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 Fusion Project Financials Cloud Service- Hosted Employee

Applicable Part # B86850

Users of the Oracle Fusion Project Financials Cloud Service are authorized to access the following module:

- Oracle Fusion Project Costing
- Oracle Fusion Project Control
- Oracle Fusion Project Performance Reporting
- Oracle Fusion Transactional Business Intelligence for Projects

Usage Limits: The Oracle Fusion Project Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
  Oracle will provision 2 environments for this Oracle Cloud Enterprise 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.

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 Fusion Project Management Cloud Service- Hosted Employee

Applicable Part # B86852

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

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Fusion Project Management 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Project Resource Management Cloud Service-Hosted Managed Resource

Applicable Part # B86853

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

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation

Usage Limits: The Oracle Fusion Project Resource Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Managed Resource) as defined in your order
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Task Management Cloud Service- Hosted Employee

Applicable Part # B86854

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

- Oracle Fusion Task Management Cloud Service
- Oracle Fusion Project Foundation Cloud Service
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Task Project Management 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Grants Management Cloud Service - Hosted Employee

Applicable Part # B86855

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

- Oracle Fusion Grants Management

Usage Limits: The Oracle Fusion Grants Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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 metrics shall apply per Hosted Employee

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Employee	500,000	200	N/A

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 Fusion Time and Labor for Projects Cloud Service-Hosted Employee

Applicable Part # B86851

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

- Oracle Fusion Time and Labor for Projects Cloud Service
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

Usage Limits: The Oracle Fusion Time and Labor for Projects 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 2 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.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Employee	5	200	N/A

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.

Fusion Automated Invoice Processing Cloud Service-Hosted Employee

Applicable Part # B86840

Users of the Oracle Fusion Automated Invoice Processing Cloud Service are authorized to access the following module:

- Oracle Fusion Automated Invoice Processing

Usage Limits: The Oracle Fusion Automated Invoice Processing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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 Fusion Automated Invoice Processing Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

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 Fusion Advanced Access Controls Cloud Service - Hosted Employee

Applicable Part # B89322

Users of the Oracle Fusion Advanced Access Controls Cloud Service are authorized to access the following module:

- Fusion Advanced Access Controls

Usage Limits: The Oracle Fusion Advanced Access Controls Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted Employees
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Engagement Cloud Professional Offering Cloud Service - Hosted Named User

Applicable Part # B87347

Users of the Oracle Fusion Engagement Cloud Professional Offering Cloud Service are authorized to access the following modules:

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management
  - Fusion Opportunity Management
  - Notes and Attachments
  - Activities - Appointments, Tasks and Call Reports

- Oracle Sales Cloud for Outlook; (PIMSYNC Only)
- Oracle Sales Cloud Mobile
- Oracle Enterprise Mobile
- Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
- Sales Coach
- Assessments
- Automated Assignment

- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Revenue Forecasting; and
- Oracle Fusion Service Requests
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion Engagement Cloud Professional Offering Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 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 (1 Authorized User)	110,000	200	N/A

The maximum number of Records that may be uploaded and stored within your Fusion Engagement Cloud Professional Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion CRM Base Professional Offering environment for all such Hosted Named Users is twenty-four million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your

Fusion EngagementCRM Base Professional Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

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 Fusion Opportunity Landscape Cloud Service- Hosted Named User

Applicable Part # B67273

Users of the Oracle Fusion Opportunity Landscape Cloud Service are authorized to access the following module:

- Oracle Fusion Opportunity Landscape

Usage Limits: The Oracle Fusion Opportunity Landscape 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 2 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.
- No additional storage is provided. The Fusion Opportunity Landscape Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service

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 Fusion Partner Relationship Management for Channel Managers Cloud Service- Hosted Named User

Applicable Part # B67280

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

- Oracle Fusion Partner Relationship Management for Channel Managers

Usage Limits: The Oracle Fusion Partner Relationship Management for Channel Managers 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 2 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 (1 Authorized User)	5,000	25	N/A

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 five thousand (5000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User

licenses under Your Ordering Document, Your total storage capacity within your environment for all such Hosted Named Users is five hundred thousand (500,000) Records). The maximum aggregate files that may be store within Your environment for all Your Hosted Named Users, regardless of the number of Records, is equal to twenty five (25) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 2.5 gigabytes.)

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 Fusion Applications Extensibility Framework Cloud Service- Hosted Named User

Applicable Part # B67301

Users of the Oracle Fusion Applications Extensibility Framework Cloud Service are authorized to access the following module:

- Oracle Fusion Applications Extensibility Framework

Usage Limits: The Oracle Fusion Applications Extensibility Framework Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- No additional storage is provided. The Fusion Applications Extensibility Framework Cloud Service

uses the storage provided under your Fusion CRM Cloud Service.

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 Fusion Sales Contracts Cloud Service- Hosted Named User

Applicable Part # B75801

Users of the Oracle Fusion Enterprise Contracts Management Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts Management

Usage Limits: The Oracle Fusion Enterprise Contracts 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 2 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.
- No additional storage is provided. The Fusion Enterprise Contracts Management Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

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 Fusion Data Quality Cloud Service-Hosted 1,000 Records

Applicable Part # B82114

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

- Oracle Fusion Data Quality

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
- Oracle will provision 2 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.

- 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, which may be viewed at www.oracle.com/contracts.

Social Network for Partners Cloud Service- Hosted Named User

Applicable Part # B85215

Users of the Social Network For Partners Cloud Service are authorized to access the following:

- Social Network for Partners

Usage Limits: The Social network for Partners Cloud Service is subject to usage limits based upon:

- 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Engagement Cloud Standard Offering Cloud Service-Hosted Named User

Applicable Part # B87344

Users of the Oracle Fusion Engagement Cloud Standard Offering Cloud Service are authorized to access the following modules:

- Oracle Fusion CX Platform
- Oracle Fusion Customer Center
- Oracle Fusion Opportunity Management
- Oracle Fusion Territory Management
- Oracle Fusion Lead Management
- Oracle Fusion Revenue Forecasting
- Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
- Oracle Fusion Customer Relationship Management for Microsoft Outlook
- Oracle Fusion Mobile Sales
- Oracle Enterprise Mobile
- Oracle Fusion Sales Catalog
- Sales Orchestration
- Oracle Fusion Customer Data Steward Cloud Service
- Oracle Fusion Customer Hub Cloud Service
- Oracle Transactional Business Intelligence
- Oracle Fusion Service Requests

- Oracle Fusion Knowledge Foundation
- Oracle Fusion Service Queue Management
- Oracle Fusion Service Email Management
- Oracle Fusion Omni Channel Routing
- Oracle Fusion Entitlement & SLA Milestones
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

As part of the Oracle Fusion Engagement Cloud Standard Offering Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service.

Usage Limits: The Oracle Fusion Engagement Cloud Standard Offering Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 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	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

The maximum number of Records that may be uploaded and stored within your Fusion Engagement Cloud Standard Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Fusion CRM Base Standard Offering environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Engagement Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

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 Fusion Engagement Cloud Industry Offering Cloud Service - Hosted Named User

Applicable Part # B87345

Users of the Oracle Fusion Engagement Cloud Industry Offering Cloud Service are authorized to access the following modules:

- Fusion CX Platform;
- Fusion Customer Center;
- Fusion Opportunity Management;
- Fusion Territory Management;
- Fusion Lead Management;
- Fusion Sales Forecasting;
- Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User);
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Customer Relationship Management for Lotus Notes
- Fusion Customer Relationship Management for Gmail
- Fusion Mobile Sales;
- Oracle Enterprise Mobile
- Fusion Mobile Sales Call Report App;
- Fusion Quota Management;
- Fusion Sales Campaigns;
- Fusion Sales Catalog;
- Fusion Incentive Compensation;
- Fusion Sales Predictor;
- Fusion Opportunity Landscape;
- Fusion Sales Contracts Management;
- Sales Orchestration;
- Sales Intelligence;
- Fusion Customer Hub;
- Fusion Customer Data Steward;
- Fusion Voice Cloud Service for Sales Cloud;
- Lightbox;
- Business Plans;
- LinkedIn;
- Oracle Fusion Service Requests
- Oracle Fusion Knowledge Foundation
- Oracle Fusion Service Queue Management
- Oracle Fusion Service Email Management
- Oracle Fusion Omni Channel Routing
- Oracle Fusion Entitlement & SLA Milestones
- Oracle Chat Cloud Service
- Oracle Cobrowse Cloud Service
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and

disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform

As part of the Oracle Fusion Engagement Cloud Industry Offering Cloud Service, you will also receive one user of Oracle Fusion Applications Extensibility Framework Cloud Service for every 20 Hosted Named Users.

As part of the Oracle Fusion Engagement Cloud Industry Offering Cloud Service, you will receive one of the Industry Offerings. Please select one of the following Industry Offerings: Sales Cloud for Communications Cloud Service, Sales Cloud for Consumer Goods Cloud Service, Sales Cloud for Financial Services Cloud Service, Sales Cloud for High Tech and Manufacturing Cloud Service, Sales Cloud for Higher Education Cloud Service.

Usage Limits: The Oracle Fusion Engagement Cloud Industry Offering Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 3 environments for this Oracle Cloud Enterprise Application. One environment is dedicated for production use and two environments are dedicated 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 (1 Authorized User)	240,000	600	N/A

The maximum number of Records that may be uploaded and stored within your Fusion Engagement Cloud Premium Offering environment is two hundred and forty thousand (240,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion CRM Base Premium Offering environment for all such Hosted Named Users is twenty-four million (24,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to six hundred (600) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 60 gigabytes.)

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 Fusion Engagement Cloud Enterprise Offering Cloud Service- Hosted Named User

Applicable Part # B87346

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

- Fusion CX Platform;
- Fusion Customer Center;
- Fusion Opportunity Management;
- Fusion Territory Management;
- Fusion Lead Management;
- Fusion Sales Revenue Forecasting;
- Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User);
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Customer Relationship Management for Lotus Notes
- Fusion Customer Relationship Management for Gmail
- Fusion Mobile Sales;
- Oracle Enterprise Mobile
- Fusion Mobile Sales Call Report App;
- Fusion Quota Management;
- Fusion Sales Campaigns;
- Fusion Sales Catalog;
- Fusion Incentive Compensation;
- Fusion Sales Predictor;
- Sales Orchestration;
- Fusion Customer Hub;
- Fusion Customer Data Steward;
- Lightbox;
- Business Plans
- LinkedIn
- Oracle Fusion Service Requests
- Oracle Fusion Knowledge Foundation
- Oracle Fusion Service Queue Management
- Oracle Fusion Service Email Management
- Oracle Fusion Omni Channel Routing
- Oracle Fusion Entitlement & SLA Milestones
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

As part of the Oracle Fusion Engagement Cloud Enterprise Offering Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service for every 20 Hosted Named Users of the Oracle Fusion CRM Base Enterprise Offering Cloud Service.

Usage Limits: The Oracle Fusion Engagement Cloud Enterprise Offering Cloud Service is subject

to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 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 (1 Authorized User)	180,000	400	N/A

The maximum number of Records that may be uploaded and stored within your Fusion Engagement Cloud Enterprise Standard Offering environment is one hundred and eighty thousand (180,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion CRM Base Enterprise Offering environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

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 Chat Cloud Service

Applicable SKUs: B87854

Users of Oracle Chat Cloud Service are authorized to access the following module(s):

- Oracle Chat Cloud Service

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

- A maximum number of Authorized Users (Hosted Named)
- A maximum limit of 5,000 chat API operations per minute

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 Advanced Data Security Cloud Services for Human Capital Management Cloud Service

Applicable Part # B72129

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Advanced Data Security Cloud Services for Fusion CRM Cloud Service

Applicable Part # B72130

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.

- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Advanced Data Security Cloud Services for Fusion Enterprise Resource Planning Cloud Service

Applicable Part # B72131

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

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 Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service

Applicable Part # B78941

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Customer Relationship Management Security Cloud Service.

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 Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service

Applicable Part # B78943

Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud
Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of
  Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Enterprise Resource Planning Security Cloud Service uses the storage provided under Your existing Oracle Fusion Enterprise Resource Planning Security Cloud Service.

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 Database Vault for Oracle Fusion Human Capital Management Security Cloud Service

Applicable Part # B78942

Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud
Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Human Capital Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Human Capital Management Security Cloud Service.

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 Fusion CRM Base Professional Offering Cloud Service - Hosted Named User

Applicable Part # B86408

Users of the Oracle Fusion CRM Base Professional Offering Cloud Service are authorized to access the following modules:

- CX Foundation
    - Accounts, Contact and Households
    - Fusion Lead Management
    - Fusion Opportunity Management
    - Notes and Attachments
    - Activities - Appointments, Tasks and Call Reports
    - Oracle Sales Cloud for Outlook; (PIMSYNC Only)
    - Oracle Sales Cloud Mobile
    - Oracle Enterprise Mobile
    - Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
    - Sales Coach
    - Assessments
    - Automated Assignment

- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns; and
- Fusion Revenue Forecasting
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion CRM Base Professional Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 (1 Authorized User)	110,000	200	N/A

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 Fusion CRM Base Professional Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion CRM Base Professional Offering environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Professional Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

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 Fusion CRM Base Standard Offering Cloud Service-Hosted Named User

Applicable Part # B67267

Users of the Oracle Fusion CRM Base Standard Offering Cloud Service are authorized to access the following modules:

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management
  - Fusion Opportunity Management
  - Notes and Attachments
  - Activities - Appointments, Tasks and Call Reports
  - Oracle Sales Cloud for Outlook; (PIMSYNC Only)
  - Oracle Sales Cloud Mobile
  - Oracle Enterprise Mobile
  - Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
  - Sales Coach
  - Assessments
  - Automated Assignment
- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Sales Revenue Forecasting;
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Territory Management;
- Sales Orchestration;
- Oracle Customer Data Management (CDM) Foundation Components;
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion CRM Base Standard Offering 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 2 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 (1 Authorized User)	110,000	200	N/A

Record: is defined as a unique party database record or a transactional record for opportunity, lead, activities and custom object 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 Fusion CRM Base Standard Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Fusion CRM Base Standard Offering environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

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

Oracle Fusion CRM Base Enterprise Offering Cloud Service- Hosted Named User

Applicable Part # B67268

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

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management
  - Fusion Opportunity Management

- Notes and Attachments
- Activities - Appointments, Tasks and Call Reports
- Oracle Sales Cloud for Outlook; (PIMSYNC Only)
- Oracle Sales Cloud Mobile
- Oracle Enterprise Mobile
- Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
- Sales Coach
- Assessments
- Automated Assignment

- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Sales Forecasting; (includes Revenue and Unit)
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Territory Management;
- Sales Orchestration;
- Oracle Customer Data Management (CDM) Foundation Components;
- Fusion Quota Management;
- Fusion Sales Predictor
- Lightbox;
- Business Intelligence Mobile Application Designer;
- Fusion Customer Relationship Management for Gmail;
- Fusion Customer Relationship Management for Lotus Notes;
- Fusion Incentive Compensation
- Business Plans; and
- LinkedIn
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion CRM Base Enterprise Offering 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 2 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 (1 Authorized User)	180,000	400	N/A

Record: is defined as a unique party database or a transactional record for opportunity, lead, activities and custom object 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 Fusion CRM Enterprise Standard Offering environment is one hundred and eighty thousand (180,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion CRM Base Enterprise Offering environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

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

Oracle Fusion CRM Base Premium Offering Cloud Service - Hosted Named User

Applicable Part # B67269

Users of the Oracle Fusion CRM Base Premium Offering Cloud Service are authorized to access the following modules:

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management
  - Fusion Opportunity Management
  - Notes and Attachments
  - Activities - Appointments, Tasks and Call Reports

    - Oracle Sales Cloud for Outlook; (PIMSYNC Only)
    - Oracle Sales Cloud Mobile
    - Oracle Enterprise Mobile
    - Oracle Social Network (100:1 up to 100 OSN users per Hosted Named User)
    - Sales Coach
    - Assessments
    - Automated Assignment
- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Sales Forecasting; (includes Revenue and Unit)
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Territory Management;
- Sales Orchestration;
- Sales Intelligence;
- Oracle Customer Data Management (CDM) Foundation Components;
- Fusion Quota Management;
- Fusion Sales Predictor;
- Lightbox;
- Business Intelligence Mobile Application Designer;
- Fusion Customer Relationship Management for Gmail;
- Fusion Customer Relationship Management for Lotus Notes;
- Fusion Incentive Compensation;
- Fusion Sales Contracts Management;
- Fusion Voice Cloud Service for Sales Cloud
- Fusion Opportunity Landscape - Whitespace Analysis
- Business Plans; and
- LinkedIn
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion CRM Base Premium Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 (1 Authorized User)	240,000	600	N/A

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 Fusion CRM Base Premium Offering environment is two hundred and forty thousand (240,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion CRM Base Premium Offering environment for all such Hosted Named Users is twenty-four million (24,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to six hundred (600) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 60 gigabytes.)

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

Oracle Commerce Peak Capacity Extension Cloud Service – 10,000 Page Views per Hour

Applicable Part #: B81003

This Oracle Commerce Peak Capacity Extension Cloud Service increases the Peak Capacity Limit of your Oracle Commerce Standard Edition Cloud Service in the amount stated in your order. You are required to purchase and maintain the Oracle Commerce Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

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 Commerce External API Access Peak Capacity Extension Cloud Service – 10,000 Requests per Hour

Applicable Part #: B82522

This Oracle Commerce External API Access Peak Capacity Extension Cloud Service increases the Peak Capacity Limit of your Oracle Commerce External API Access Cloud Service in the amount stated in your order. You are required to purchase and maintain Oracle Commerce External API Access Cloud Service for the duration of this Oracle Cloud Service.

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 Commerce Assisted Selling Application Cloud Service – Hosted Named User

Applicable Part #: B85345

Users of Oracle Commerce Assisted Selling Application Cloud Service are authorized to access the following modules and features:

- Oracle Commerce Assisted Selling Application Cloud Service You are required to download

an iOS application to use this Cloud Service. **Service Level Targets**

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000
ET, 7 days a week.

Target System Availability
99.9%

Usage Limits: The Oracle Commerce Assisted Selling Application 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*, which may be viewed at www.oracle.com/contracts.

Oracle Loyalty Peak Capacity Extension Cloud Service- 25,000 Transactions per Hour

Applicable Part # B87858

Users of the Oracle Loyalty Peak Capacity Extension Cloud Service are authorized to access the following:

- 25,000 additional Transactions per Hour

Usage Limits: The Oracle Loyalty Peak Capacity Extension Cloud Service is subject to usage limits based on:

- A maximum number of 25,000 additional Transactions per Hour 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 Fusion Workforce Compensation Cloud Service- Hosted Named User

Applicable Part # B67295

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

- Oracle Fusion Workforce Compensation

Users of Oracle Fusion Workforce Compensation 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 Compensation 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Goal Management Cloud Service-Hosted Named User

Applicable Part # B67291

Users of the Oracle Fusion Goal Management Cloud Service are authorized to access the following module:

- Oracle Fusion Goal Management

Users of Oracle Fusion Goal Management 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 Goal 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Performance Management Cloud Service - Hosted Named User

Applicable Part # B67293

Users of the Oracle Fusion Performance Management Cloud Service are authorized to access the following module:

- Oracle Fusion Performance Management

Users of Oracle Fusion Performance Management 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 Performance 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 2 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 Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

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 Fusion Talent Review and Succession Management Cloud Service- Hosted Named User

Applicable Part # B67294

Users of the Oracle Fusion Talent Review and Succession Management Cloud Service are authorized to access the following module:

- Oracle Fusion Talent Review and Succession Management

Users of Oracle Fusion Talent Review and Succession Management 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 Talent Review and Succession 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 2 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 (1 Authorized User)	5	200	N/A

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 Fusion Career Development Cloud Service-Hosted Named User

Applicable Part # B81291

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

- Oracle Fusion Career Development Cloud Service

Users of Oracle Fusion Career Development 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 Career Development 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 2 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 (1 Authorized User)	5	200	N/A

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 Work Life Cloud Service- Hosted Named User

Applicable Part # B88342

Users of Oracle Work Life Cloud Service are authorized to access the following modules:

- Fusion Workforce Reputation Management Cloud Service
- Fusion Employee Wellness Cloud Service
- Fusion Volunteering Cloud Service

Users of Oracle Work Life 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 Work Life 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 2 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 (MB)	Bandwidth
Hosted Named User	5	200	N/A

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 Social Data and Insight Cloud Service for D&B Company Records – Hosted Record

Applicable Part #s: B75366, B77363, B77364

Users of the Social Data and Insight and 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 Social Data and Insight and Cloud Service is subject to the following limits:

- Maximum number of Hosted Records that a user may export, per export job: 100,000
- Maximum number of Hosted Records that a user may submit for real-time mode enrichment per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job: 250,000
- Maximum number of matched Hosted Records, per job: 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 10 input records are run against a multiple matched value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

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

Additional Restrictions:

The Social Data and Insight Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Social Data and Insight Cloud Service for D&B Company Records 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 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 Social Data and Insight Cloud Services subject to additional fees.

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 Social Data and Insight Cloud Service for D&B Contact Records – Hosted Record

Applicable Part #s: B77365

Users of the Social Data and Insight and Cloud Service are authorized to access the following functionality:

- Search Records of D&B Contacts
- Export Records of D&B Contacts either in the form of CSV files or directly within an application such as 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 Social Data and Insight and Cloud Service is subject to the following limits:

- Maximum number of Hosted Records that a user may export per export job: 100,000

- Maximum number of Hosted Records that a user may submit for real-time mode enrichment, per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job:
  250,000
  Maximum number of matched Hosted Records, per job: 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 10 input records are run against a multiple matche value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

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

Additional Restrictions:

The Social Data and Insight Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Social Data and Insight Cloud Service for D&B Contact Records 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 Contacts Hosted Records in only one of the following Oracle Cloud application suites:
  - Oracle Sales 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 Social Data and Insight Cloud Services subject to additional fees.

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 Social Data and Insight Cloud Service – Additional Applications - Application

Applicable Part #s: B85216

Users of the Oracle Social Data and Insight Cloud Service – Additional Applications are authorized to access the following functionality:

- For each additional application purchased hereunder, You may use the D&B Contacts Hosted Records or D&B Company Records (but not both) in an additional one of the following Oracle Cloud application suites as set forth in Your order:
    - o Oracle Sales Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
    - o Oracle Marketing Cloud suite
    - o Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
    - o Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
    - o Oracle Cloud BI Apps suite

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 Transparent Data Encryption Security Cloud Service - Each

Applicable Part # B84494

Oracle Transparent Data Encryption Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE)

Usage Limits: The Oracle Transparent Data Encryption Security Cloud Service defined above is subject to usage limits based on:

- Oracle Transparent Data Encryption Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Transparent Data Encryption Security Cloud Service uses the storage provided under Your existing Oracle Transparent Data Encryption Security Cloud Service.

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.

Fusion Automated Invoice Processing Cloud Service-Hosted 1,000 Records

Applicable Part # B73947

Users of the Oracle Fusion Automated Invoice Processing Cloud Service are authorized to access the following module:

- Oracle Fusion Automated Invoice Processing

Usage Limits: The Oracle Fusion Automated Invoice Processing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Invoices (Hosted 1,000 Records)
- Oracle will provision 2 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.
- No additional storage is provided. The Oracle Fusion Automated Invoice Processing Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

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 Fusion Transactional Business Intelligence Cloud Service- Hosted Named User

Applicable Part # B84576

Users of the Oracle Fusion Transactional Business Intelligence Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits: The Oracle Fusion Transactional Business Intelligence Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle 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.
- No additional storage is provided. The Oracle Fusion Transactional Business Intelligence Cloud Service uses the storage provided under your applicable Oracle Fusion Cloud Service.

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 Enterprise Planning and Budgeting Cloud Service-Hosted Named User

Applicable Part #: B85698

Users of the Oracle Enterprise Planning and Budgeting Cloud Service are authorized to access the following module or functionality:

- Oracle Enterprise Planning and Budgeting Cloud Service
- Oracle Planning and Budgeting Cloud Service
- Oracle Strategic Modeling
- Oracle Financial Statement Planning
- Oracle Capital Expenditure Planning
- Oracle Workforce Planning
- Oracle Project Financial Planning

Usage Limits: The Oracle Enterprise Planning and Budgeting Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 per environment for the Oracle Enterprise Planning and Budgeting Cloud service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Planning and Budgeting Cloud Service-Hosted Named User

Applicable Part # B73946

Users of the Oracle Planning and Budgeting Cloud Service are authorized to access the following module:

- Oracle Planning and Budgeting Cloud Service

Usage Limits: The Oracle Planning and Budgeting Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 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 Planning and Budgeting Cloud Service cannot exceed 150GB

Access to Oracle Financial Statement Planning (Part # B86759) is provided at no charge to enable you to manage your financial planning and scenario modeling needs during the covid-19 pandemic. This promotion is valid until April 30, 2021 and may be extended at the discretion of Oracle.

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 Cloud Service does not scan uploaded files for viruses.

Oracle Financial Statement Planning – Hosted Named User

Applicable Part # B86759

Oracle Financial Statement Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Financial Statement Planning have access to the following modules or functionality:

- Oracle Financial Statement Planning
- Strategic Modeling

Usage Limits: The Oracle Financial Statement Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Financial Statement Planning Option uses storage provided by the Oracle Planning and Budgeting 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; however, this Cloud Service does not scan uploaded files for viruses.

Oracle Capital Expenditure Planning– Hosted Named User

Applicable Part # B86760

Oracle Capital Expenditure Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Expenditure Planning have access to the following module:

- Oracle Expenditure Planning

Usage Limits: The Oracle Capital Expenditure Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Expenditure Planning Option uses storage provided by the Oracle Planning and Budgeting Cloud Service

NOTE: STRATEGIC MODELING IS NOT LICENSED FOR USE WITH THIS OPTION

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 Cloud Service does not scan uploaded files for viruses.

Oracle Workforce Planning– Hosted Named User

Applicable Part # B86761

Oracle Workforce Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Workforce Planning have access to the following module:

- Oracle Workforce Planning

Usage Limits: The Oracle Workforce Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Workforce Planning Option uses storage provided by the Oracle Planning and Budgeting Cloud Service

NOTE: STRATEGIC MODELING IS NOT LICENSED FOR USE WITH THIS OPTION

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 Cloud Service does not scan uploaded files for viruses.

Oracle Project Financial Planning– Hosted Named User

Applicable Part # B86762

Oracle Project Financial Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Project Financial Planning have access to the following module:

- Oracle Project Financial Planning

Usage Limits: The Oracle Project Financial Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Project Financial Planning Option uses storage provided by the Oracle Planning and Budgeting Cloud Service

NOTE: STRATEGIC MODELING IS NOT LICENSED FOR USE WITH THIS OPTION

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 Cloud Service does not scan uploaded files for viruses.

Oracle Enterprise Performance Reporting Cloud Service-Hosted Named User

Applicable Part # B79785

Users of the Oracle Enterprise Performance Reporting Cloud Service are authorized to access the following module:

• Oracle Enterprise Performance Reporting Cloud Service

Usage Limits: The Oracle Enterprise Performance Reporting Cloud Service is subject to usage limits based upon:

- Maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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.
- The maximum allowable file storage for Oracle Enterprise Performance Reporting Cloud Service cannot exceed 150GB

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; however, this Cloud Service does not scan uploaded files for viruses.

Oracle Financial Consolidation and Close Cloud Service-Hosted Named User

Applicable Part #: B85802

Users of the Oracle Financial Consolidation and Close Cloud Service are authorized to access the following module:

- Oracle Financial Consolidation and Close Cloud Service

Usage Limits: The Oracle Financial Consolidation and Close Cloud is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 per instance for the Oracle Financial Consolidation and Close Cloud service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Account Reconciliation Cloud Service-Hosted Named User

Applicable Part # B85677

Users of the Oracle Account Reconciliation Cloud Service are authorized to access the following module:

- Oracle Account Reconciliation Cloud Service

Usage Limits: The Oracle Account Reconciliation Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 Planning and Budgeting Cloud Service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Transaction Matching for Account Reconciliation Cloud Service – Each

Applicable Part # B87405

Oracle Transaction Matching is an option to the Oracle Account Reconciliation Cloud Service
Users of Oracle Transaction Matching have access to the following module:

- Oracle Transaction Matching

Usage Limits: The Oracle Transaction Matching Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Project Financial Planning Option uses storage provided by the Oracle Account Reconciliation 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; however, this Cloud Service does not scan uploaded files for viruses.

Oracle Tax Reporting Cloud Service – Hosted Named User

Applicable Part # B87177

Users of Oracle Tax Reporting Cloud Service have access to the following module:

- Oracle Tax Reporting Cloud Service

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

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- Oracle will provision 2 environments for this Cloud Service. One environment is dedicated to for production use and the second environment dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Tax Reporting Cloud Service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Profitability and Cost Management Cloud Service – Hosted Named User

Applicable Part # B86152

Users of Oracle Profitability and Cost Management Cloud Service have access to the following module:

- Oracle Profitability and Cost Management Cloud Service

Usage Limits: The Oracle Profitability and Cost Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- Oracle will provision 2 environments for this Cloud Service. One environment is dedicated to for production use and the second environment dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Profitability and Cost Management Cloud Service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service - Hosted Environment

Applicable Part # B87840

Users of Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option have access to the following module:

- Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option

Usage Limits: The Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option is subject to usage limits based on:

- 1 Hosted environment consisting of the Production Environment, and any non-Production Environment(s) (Hosted Environment).
- You are required to purchase and maintain the Oracle Enterprise Performance Reporting Cloud Service for the duration of this Oracle Cloud Service option.

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 Cloud Service does not scan uploaded files for viruses.

Oracle Additional Storage for Oracle Enterprise Performance Management Cloud Service - 50 Gigabytes

Applicable Part #B88032

Oracle Additional Storage for Oracle Enterprise Performance Management Cloud Service increases the total storage capacity under Your Cloud Services order.

Usage Limits: The Oracle Additional Storage for Oracle Enterprise Performance Management Cloud Service is subject to usage limits based upon:

- The maximum allowable file storage cannot exceed that of the associated Oracle Enterprise Performance Management Cloud Service with the same subscription plus this 50GB incremental extension (50 Gigabytes).

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 Cloud Service does not scan uploaded files for viruses.

Oracle Additional Environments for Oracle Enterprise Performance Reporting Cloud Service

Applicable Part # B88576

Oracle Additional Environments for Oracle Enterprise Performance Reporting 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 Additional Environments for Oracle Enterprise Performance Reporting Cloud Service is the same as the schedule for the associated Oracle Enterprise Performance Reporting Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Enterprise Performance Reporting Cloud

Service also apply to Oracle Additional Environments for Oracle Enterprise Performance Reporting Cloud Service. Each Additional Environments for Oracle Enterprise Performance Reporting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Reporting Cloud Service.

Additional Environments for Oracle Enterprise Performance Reporting 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 Additional Environments for Oracle Enterprise Planning and Budgeting Cloud Service

Applicable Part # B88577

Oracle Additional Environments for Oracle Enterprise Planning and Budgeting 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 Additional Environments for Oracle Enterprise Planning and Budgeting Cloud Service is the same as the schedule for the associated Oracle Enterprise Planning and Budgeting Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Enterprise Planning and Budgeting Cloud Service also apply to Oracle Additional Environments for Oracle Enterprise Planning and Budgeting Cloud Service. Each Additional Environments for Oracle Enterprise Planning and Budgeting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Planning and Budgeting Cloud Service. Additional Environments for Oracle Enterprise Planning and Budgeting 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 Additional Environments for Oracle Planning and Budgeting Cloud Service

Applicable Part # B88578

Oracle Additional Environments for Oracle Planning and Budgeting 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 Additional Environments for Oracle Planning and Budgeting Cloud Service is the same as the schedule for the associated Oracle Planning and Budgeting Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Planning and Budgeting Cloud Service also apply to Oracle Additional Environments for Oracle Planning and Budgeting Cloud Service. Each Additional Environments for Oracle Planning and Budgeting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Planning and Budgeting Cloud Service. Additional Environments for Oracle Planning and Budgeting 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 Additional Environments for Oracle Financial Consolidation and Close Cloud Service

Applicable Part # B88579

Oracle Additional Environments for Oracle Financial Consolidation and Close 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 Additional Environments for Oracle Financial Consolidation and Close Cloud Service is the same as the schedule for the associated Oracle Financial Consolidation and Close Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Financial Consolidation and Close Cloud Service also apply to Oracle Additional Environments for Oracle Financial Consolidation and Close Cloud Service. Each Additional Environments for Oracle Financial Consolidation and Close Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle
Cloud Ordering Document for Oracle Financial Consolidation and Close Cloud Service. Additional Environments for Oracle Financial Consolidation and Close 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, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Account Reconciliation Cloud Service

Applicable Part # B88580

Oracle Additional Environments for Oracle Account Reconciliation 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 Additional Environments for Oracle Account Reconciliation Cloud Service is the same as the associated Oracle Account Reconciliation Account Cloud Service Environments. Additional licensed options and or modules that have been purchased for the associated Oracle Account Reconciliation Cloud Service also apply to Oracle Additional Environments for Oracle Account Reconciliation Cloud Service. Each Additional Environments for Oracle Account Reconciliation Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Account Reconciliation Cloud Service. Additional Environments for Oracle Account Reconciliation 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, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Profitability and Cost Management Cloud Service

Applicable Part # B88581

Oracle Additional Environments for Oracle Profitability and Cost Management 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 Additional Environments for Oracle Profitability and Cost Management Cloud Service is the same as the schedule for the associated Oracle Profitability and Cost Management Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Profitability and Cost Management Cloud Service also apply to Oracle Additional Environments for Oracle Profitability and Cost Management Cloud Service. Each Additional Environments for Oracle Profitability and Cost Management Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Profitability and Cost Management Cloud Service. Additional Environments for Oracle

Profitability and Cost Management 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, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Tax Reporting Cloud Service

Applicable Part # B88582

Oracle Additional Environments for Oracle Tax Reporting 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 Additional Environments for Oracle Tax Reporting Cloud Service is the same as the schedule for the associated Oracle Tax Reporting Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Tax Reporting Cloud Service also apply to Oracle Additional Environments for Oracle Tax Reporting Cloud Service. Each Additional Environments for Oracle Tax Reporting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Tax Reporting Cloud Service. Additional Environments for Oracle Tax Reporting 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, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Enterprise Data Management Cloud Service

Applicable Part # B89147

Oracle Additional Environments for Oracle Enterprise Data Management 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 Additional Environments for Oracle Enterprise Data Management Cloud Service is the same as the schedule for the associated Oracle Enterprise Data Management Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle

Enterprise Data Management Cloud Service also apply to Oracle Additional Environments for Oracle Enterprise Data Management Cloud Service. Each Additional Environments for Oracle Enterprise Data Management Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Data Management Service. Additional Environments for Oracle Enterprise Data Management 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, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Platform for Oracle SaaS

Oracle Cloud Platform for Oracle SaaS	Part #	Metric
Oracle Cloud Platform for Oracle SaaS - Standard	B90072	Hosted Named User
Oracle Cloud Platform for Oracle SaaS - Standard	B90073	Hosted Employee
Oracle Cloud Platform for Oracle SaaS - Enterprise	B90074	Hosted Named User
Oracle Cloud Platform for Oracle SaaS - Enterprise	B90075	Hosted Employee

Description

Oracle Cloud Platform for Oracle SaaS – Standard and Oracle Cloud Platform for Oracle SaaS – Enterprise are limited use editions of Oracle Cloud Platform Services offered specifically for use only with Oracle SaaS applications for application extension, connectivity, advanced security and analytics.

Users of Oracle Cloud Platform for Oracle SaaS - Standard have access to the following Oracle Cloud Platform Services:

- Oracle Autonomous Visual Builder Cloud Service - Enterprise
- Oracle Autonomous Mobile Cloud
- Oracle Autonomous Developer Cloud Service
- Oracle Identity Cloud Service Foundation

Users of Oracle Cloud Platform for Oracle SaaS - Enterprise have access to the following Oracle Cloud Platform Services:

- All Oracle Cloud Platform Services included in Standard
- Oracle Autonomous Integration Cloud– Enterprise
- Oracle Autonomous Data Integration Platform Cloud– Standard
- Oracle Autonomous Analytics Cloud– Standard

Oracle Autonomous Visual Builder Cloud Service – Enterprise

The Oracle Autonomous Visual Builder Cloud Service – Enterprise is a cloud-based, low-code application development solutions for creating, extending, and customizing business applications. Users may create and publish hosted web applications that work on mobile devices and web browsers through visual development of UI, Business Objects, and Business Logic.

As part of the Oracle Autonomous Visual Builder Cloud Service – Enterprise, authenticated users may be granted a role authorizing access to development tools for this Oracle Cloud Service and may develop and publish any

number of applications. Any number of authenticated and unauthenticated users may access a published application. Additionally, any number of API calls may be made to published APIs provided by this Oracle Cloud Services or by published applications. Service performance may be affected by the number of users, by the number of API calls, and by the service configuration, such as the number of OCPUs utilized.

The Oracle Autonomous Visual Builder Cloud Service - Enterprise allows application developers to create and host applications along with custom data needed for those applications. You are responsible for the content of these applications and data. The Oracle Autonomous Visual Builder Cloud Service - Enterprise provides up to 5 gigabytes of capacity for applications and data. Application developers may upload static resources (including, but not limited to images, JavaScript files, CSS files, and HTML files). These static resources are not executed on Oracle's servers. Application developers may create applications that consume REST services exposed by other non-Oracle cloud services (including products subject to different hosting and delivery policies and terms of service). You are responsible for ensuring that Your use of these non-Oracle cloud services complies with the policies and terms that govern the use of these services.

Oracle Autonomous Mobile Cloud

The Oracle Autonomous Mobile Cloud – Standard (OAMC) is a platform that helps You build engaging mobile and web applications. OAMC provides all the tools to build these experiences and adds contextual services based on the platform. OAMC analytics tools give You deep insights into user adoption and behavior so that You may personalize Your engagement with Your end users and may ensure that everything is running at peak performance. OAMC provides up to 50GB capacity for applications and data.

Users of the Oracle Autonomous Mobile Cloud Service – Standard are authorized to access the following modules or features:

- Mobile core services such as push notification, storage, data offline and sync

Oracle Autonomous Developer Cloud Service

An Oracle Autonomous Developer Cloud Service environment is provisioned as a foundation service. The usage of this service is subject to the following quantity limitations: 1 Developer Cloud Service instance per Cloud Services Account and 20GB of cumulative storage. For running builds of Autonomous Developer Cloud Service, the following is provided: 1 OCPUs, 50GB of Block Storage Capacity, and 200 of Object Storage Capacity; this capacity is provided exclusively for running Developer Cloud Service development builds and is not for commercial/production use.

Oracle Identity Cloud Service Foundation

Oracle Identity Cloud Service Foundation provides basic identity management functionalities to support included components in Oracle Cloud Platform for Oracle SaaS. This includes user management, group management, and basic reporting. It also provides Oracle-certified templates to provision accounts and to perform federated single sign-on (SSO) across Oracle PaaS and Oracle Software-as-a-Service (SaaS) applications.

Oracle Autonomous Integration Cloud – Enterprise

Oracle Autonomous Integration Cloud is a cloud-based integration and process automation platform. High availability is provided for all services instances along with underlying infrastructure components needed to run the service, including databases and storage.

Users of Oracle Autonomous Integration Cloud - Enterprise includes the following additional capabilities:

- Oracle Autonomous Integration Cloud – Standard feature, which includes:
    - SaaS Integration Adapters
    - Technology Adapters
    - Business Object Modeler
    - Visual Builder Cloud Service
    - Scheduled File Transfer

- On-premise Enterprise Application Adapters
- Process Automation
- Self-Service Integration Cloud Service

Usage limits for Oracle Autonomous Integration Cloud – Enterprise. These are subject to the following quantities:

- 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 1MB and up-to 1GB in size are temporarily stored in the Oracle Integration Cloud Instance while being processed with a limit of 10GB 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 the product evolves.
- Instance information about processed messages or message traces are retained in the database for up to 3 days.
- Usage of On-Premise Enterprise Application Adapters is limited to up to two different applications as part of this offering.

Oracle Autonomous Data Integration Platform Cloud – Standard

Oracle Autonomous Data Integration Platform Cloud – Standard allows you to perform bulk data movement, ELT transformations, pushdown data processing and basic profiling of your data sources. Oracle Autonomous Data Integration Platform Cloud – Standard may be used for data warehouses, data integration and migrations projects.

Users of Oracle Autonomous Data Integration Platform Cloud – Standard have access to the following:

- Base Data Integration Platform Cloud Home page
- Basic Profiling to support Source/Target Connectivity
- Bulk Data ETL Capabilities
- Monitoring and Administrative

Usage limits for Oracle Autonomous Data Integration Platform Cloud – Standard. These are subject to the following quantities:

- 1TB of Object Storage per Tenant.
- Excludes Big Data functionality such as support for Sqoop, Hive, Pig, Spark, Spark Streaming, Kafka, Oozie, and others.

Oracle Autonomous Analytics Cloud – Standard

The Oracle Autonomous Analytics Cloud – Standard provides capabilities that include data visualization, data preparation, and collaboration.

Usage Limit:

Oracle Cloud Platform for Oracle SaaS are offered specifically for use only with Oracle SaaS applications. Also, Oracle Cloud Platform for Oracle SaaS are restricted to the licensed capacity entitlements and use limitations as set forth in the table immediately below.

Service	Capacity Entitlement	Additional Limited Usage Terms
Oracle Autonomous Visual Builder	1 OCPU per month for up to every 200 licensed hosted named users/every 4000	Each application must utilize at least one business object or API

Cloud Service – Enterprise	licensed hosted employees. Minimum of 2 OCPUs will be provided.	Call from the Oracle Cloud SaaS Application
Oracle Autonomous Mobile Cloud	100 mobile requests per licensed hosted named user/5 mobile requests per licensed hosted employee per month, pooled	each application must utilize at least one business object or API Call from the Oracle Cloud SaaS Application
Oracle Autonomous Integration Cloud– Enterprise	3.72 Million messages per month (capped at 5,000 messages per hour) for up to every 25 licensed hosted named users/500 licensed hosted employees	Each integration must have an endpoint in an Oracle Cloud SaaS application.
Oracle Autonomous Data Integration Platform Cloud– Standard	1.48.TB of data processed per month (capped at 5GB of Data Processed per hour) for up to every 100 licensed hosted named users/2,000 licensed hosted employees	Each integration must have an endpoint in an Oracle Cloud SaaS application.
Oracle Autonomous Analytics Cloud– Standard	1 OCPUs per month for up to every 100 licensed hosted named users/2,000 licensed hosted employees. Minimum of 2 OCPUs will be provided.	Restricted only to analysis on Oracle Cloud SaaS, no other data source allowed. Excludes data lake creation and enterprise analytics functionality.

Additional capacity can be obtained by purchasing additional hosted named user licenses or hosted employee licenses as per the above table.

Definitions:

For Oracle Autonomous Visual Builder Cloud – Enterprise and Oracle Autonomous Analytics Cloud - Standard, OCPU is defined as the number of Oracle Compute Unit (OCPU) used as part of the Oracle Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of a processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory.

For Oracle Autonomous Integration Cloud, a message is defined as up to 50Kb of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50Kb in size must be counted as multiple messages, with each 50Kb or portion there of counting as equivalent to one message (e.g., 210Kb would be counted as 5 messages). One concurrent user for the process automation feature is equal to 400 messages. One concurrent user for the Visual Apps feature is equal to 100 messages. Any combination of message input, message output, concurrent users, or message sizes may be utilized concurrently, but must not exceed the maximum quantity of 5,000 Messages per Hour that You set when You create an instance for the Oracle Cloud Service.

For Oracle Autonomous Data Integration Platform Cloud, a data process is defined as the quantity of gigabytes of data processed from/to the Oracle Data Integration Platform Cloud Service (host or remote agents), which may include counting any combination of data throughput for data replication, batch data movement, data streaming or data cleansing operations.

For Oracle Autonomous Mobile Cloud., a mobile request is defined as the number of requests made to the Oracle Cloud Service in an hour. A request is defined as an API call from a mobile app or one round trip interaction or a push initiated from the Oracle Cloud Service.

Minimums:

The following minimums are required for purchases of Oracle Cloud Platform for Oracle SaaS:

Oracle Cloud Platform for Oracle SaaS	Part Number	Minimum
Oracle Cloud Platform for Oracle SaaS - Standard	B90072	10 Hosted Named Users
	B90073	1,000 Hosted Employees
Oracle Cloud Platform for Oracle SaaS - Enterprise	B90074	10 Hosted Named Users
	B90075	1,000 Hosted Employees

Pre-requisites:

You must have a current Oracle Cloud Services subscription to one or more of any of the following Oracle Cloud SaaS Applications service offerings as a pre-requisite to be able to purchase Oracle Cloud Platform Services for Oracle SaaS.

You must purchase Oracle Cloud Platform for Oracle SaaS in a metric quantity that is not less than the metric quantity of the eligible Oracle Cloud SaaS Applications Service(s) in the below table that You have purchased. For expansions, a ratio of 1 Hosted Named User to 20 Hosted Employees and vice-versa shall be used to calculate the required licensed quantity for Oracle Cloud Platform Services for Oracle SaaS.

Oracle Fusion CRM Base Standard Offering Cloud Service - Hosted Named User	B67267
Oracle Fusion CRM Base Enterprise Offering Cloud Service - Hosted Named User	B67268
Oracle Fusion CRM Base Premium Offering Cloud Service - Hosted Named User	B67269
Oracle Fusion CRM Base Professional Offering Cloud Service	B86408
Oracle Human Capital Management Base Cloud Service - Hosted Employee	B85800
Oracle Talent Management Base Cloud Service - Hosted Named User	B88341
Oracle Fusion Financials Cloud Service - Hosted Named User	B69711
Oracle Fusion Financials Cloud Service - Hosted Employee	B86836
Oracle Fusion Purchasing Cloud Service - Hosted Named User	B69717
Oracle Fusion Sourcing Cloud Service - Hosted Named User	B69719
Oracle Fusion Sourcing Cloud Service - Hosted Employee	B86846
Oracle Fusion Procurement Contracts Cloud Service - Hosted Named User	B69720

Oracle Fusion Procurement Contracts Cloud Service - Hosted Employee	B86847
Oracle Fusion Project Management Cloud Service - Hosted Named User	B73403
Oracle Fusion Project Management Cloud Service - Hosted Employee	B86852
Oracle Fusion Task Management Cloud Service - Hosted Named User	B73405
Oracle Fusion Task Management Cloud Service - Hosted Employee	B86854
Oracle Fusion Revenue Management Cloud Service - Hosted Named user	B75289
Oracle Fusion Supplier Qualification Management Cloud Service - Hosted Named User	B78965
Oracle Fusion Supplier Qualification Management Cloud Service - Hosted Employee	B86845
Oracle Fusion Accounting Hub Reporting Cloud Service - Hosted Named User	B78966
Fusion Financial Reporting Compliance Cloud Service	B81510
Oracle Fusion Financial Reporting Compliance Cloud Service - Hosted Employee	B86837
Oracle Fusion Inventory Management Cloud Service - Hosted Named User	B69729
Oracle Fusion Inventory Management Cloud Service - Hosted Employee	B86856
Oracle Maintenance Cloud Service - Hosted Named User	B87859
Fusion Enterprise Contracts Cloud Service - Hosted Named User	B86732
Fusion Enterprise Contracts Essential User Cloud Service - Hosted Named User	B86733
Oracle Service Contracts Cloud Service - Hosted Named User	B87861
Oracle Enterprise Resource Planning for Midsize Cloud Service – Hosted Named User	B85663
Oracle Customer Experience for Midsize Cloud Service – Hosted Named User	B85774
Oracle Human Capital Management for Midsize Cloud Service – Hosted Employee	B85788
Oracle Fusion Engagement Cloud Industry Offering Cloud Service – Hosted Employee	B87345
Oracle Fusion Engagement Cloud Standard Offering Cloud Service – Hosted Employee	B87344
Oracle Fusion Engagement Cloud Enterprise Offering Cloud Service – Hosted Employee	B87346
Oracle Fusion Engagement Cloud Professional Offering Cloud Service – Hosted Employee	B87347

Oracle Sales for Midsize Cloud Service– Hosted Employee	B85775
Oracle Fusion Innovation Management Cloud Service – Hosted Named User	B78969
Oracle Fusion Order Management User Cloud Service – Hosted Employee	B81264
Oracle Fusion Product Development Cloud Service – Hosted Employee	B78968
Oracle Sales and Operations Planning User Cloud Service – Hosted Employee	B87769
Oracle Fusion Manufacturing Cloud Service – Hosted Named User	B85239
Oracle Fusion Configurator Modeling Cloud Service – Hosted Employee	B85240

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- The Oracle Autonomous Mobile Cloud Service – Standard 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.

Third Party Web Sites, Platforms and Services

These Oracle Cloud Platform Services for Oracle SaaS 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.

Termination

When an Oracle Cloud Platform Services for Oracle SaaS service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are described in the Program Documentation for this service.

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 Digital Assistant for Oracle SaaS

Oracle Digital Assistant for Oracle SaaS	SKU	Metric
Oracle Digital Assistant for Oracle SaaS	B89151	Hosted Environment per Month

Oracle Digital Assistant for Oracle SaaS – Additional Requests	B89152	10000 Requests per Month
Oracle Digital Assistant Platform for SaaS – 100K Subscribers	B93304	100K Subscribers
Oracle Digital Assistant Platform for SaaS – 50M Revenue Under Management	B93305	50M Revenue Under Management

Descriptions

Oracle Digital Assistant for Oracle SaaS introduces conversation interactions via the Chatbots functionality that is powered by AI. 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 bots to multiple channels, abstracting the differences
- Bots Builder UI for defining Intents, Entities, Conversation Flows, and Channel Configuration. Customers can build custom skills using the Bot Builder as long as the Digital Assistant has one skill that is utilizing either an Oracle SaaS skill or Oracle SaaS API.
- Integration with SaaS applications through published APIs
- Instant Apps Designer and Runtime

Oracle Digital Assistant for Oracle SaaS requires:

- Active Oracle SaaS Application subscription

Usage limits: Oracle Digital Assistant for Oracle SaaS is subject to the following quantities:

- Each Hosted Environment includes 100,000 Requests Per Month. It is recommended that customers buy a total of 3 hosted environments if they are going to develop & test their own skills. Requests will be metered as an aggregate across all environments.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Services in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

For the purposes of the Oracle Digital Assistant for Oracle SaaS, Your usage is measured by the number of Environments as well as the Additional 10K Requests you have purchased.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- Oracle Digital Assistant for Oracle 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 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

Applicable Part # B88773

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 upon:

- A maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 2 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 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Fusion Sales and Service for Higher Education Cloud Service- Hosted Named User

Applicable Part # B87816

Users of the Oracle Sales Cloud for Higher Education Cloud Service are authorized to access the following module:

- Oracle Sales and Service Cloud for Higher Education Cloud Service

Usage Limits: The Oracle Sales and Service Cloud for Higher Education 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 2 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 Sales and Service Standard Cloud Service - Hosted Named User

Applicable Part # B91068

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

- Sales Force Automation
  - Leads & Opportunity Management
  - Activities, Notes and Attachments
  - Email Integration
  - Mobile App & Offline Platform
  - Sales Coach Assessments
  - Sales Forecast Management
  - Sales Analytics
- Configuration and Customization Toolset
- Territory Management
- Sales Orchestration

- Sales Intelligence
- Customer Data Management
    - Fusion Customer Hub
    - Accounts, Contacts and Households
    - Data Quality (50,000 records/customer)
- Service Requests
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Sales and Service Standard Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- 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 Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 environments for this Oracle Fusion Sales and 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.
- Visual Builder Cloud Service Studio (VB Studio) may be used to extend Fusion Sales and Service applications. This covers creating user interface applications that connect to the Fusion Sales and Service solution and using VB Studio with extensions added to Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records) *	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

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

The maximum number of Records that may be uploaded and stored within your Fusion Sales and Service Standard environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion Sales and Service Standard environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service Standard Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

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 Service Enterprise Cloud Service- Hosted Named User

Applicable Part # B91069

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

- Sales Force Automation
    - Leads & Opportunity Management
    - Activities, Notes and Attachments
    - Email Integration
    - Mobile App & Offline Platform
    - Sales Coach & Assessments
    - Sales Forecast Management
    - Sales Analytics
    - Asset Management
- Sales Performance Management
    - Territory Management
    - Incentive Compensation
    - Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
    - Data Quality (50,000 records/customer)
- Partner Relationship Management for Channel Managers;
- Service
    - Service Request Management
    - Knowledge Foundation
    - Service Request Queue Management
    - Email Management for Service
    - Omni Channel Routing
    - Service Entitlement & SLA Milestones
- Applications Extensibility Framework
- Transparent Data Encryption

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

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- 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.
- Visual Builder Cloud Service Studio (VB Studio) may be used to extend Fusion Sales and Service applications. This covers creating user interface applications that connect to the Fusion Sales and Service solution and using VB Studio with extensions added to Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- Oracle will provision 2 environments for this Oracle Fusion Sales and 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.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)*	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	180,000	400	N/A

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

The maximum number of Records that may be uploaded and stored within your Fusion Sales and Service Enterprise environment is one hundred and eighty thousand (180,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion Sales and Service Enterprise environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

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 Service Premium Cloud Service - Hosted Named User

Applicable Part #B91070

Users of the Oracle Fusion Sales and Service Premium Cloud Service are authorized to access the

following modules:

- Sales Force Automation;
    - Leads & Opportunity Management
    - Activities Notes and Attachments
    - Email Integration
    - Mobile App & Offline Platform
    - Sales Coach & Assessments
    - Sales Forecast Management
    - Sales Analytics
    - Sales Contracts
    - Asset Management
    - Business Plans
- Sales Performance Management
    - Territory Management
    - Incentive Compensation
    - Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
    - Data Quality (50,000 Records per Customer)
- Partner Relationship Management for Channel Managers
- Service
    - Service Requests Management
    - Knowledge Foundation
    - Service Request Queue Management
    - Email Management for Service
    - Omni Channel Routing
    - Service Entitlement & SLA Milestones
    - Chat (for customers who have not purchased Oracle HIPAA Cloud Service)
    - Cobrowse (for customers who have not purchased Oracle HIPAA Cloud Service)
- Applications Extensibility Framework
- Transparent Data Encryption

As part of the Oracle Fusion Sales and Service Premium Cloud Service, you will receive one of the Industry Offerings:

- Oracle Fusion Sales and Service for Communications Cloud Service, or
- Oracle Fusion Sales and Service for Consumer Goods Cloud Service, or
- Oracle Fusion Sales and Service for Financial Services Cloud Service, or
- Oracle Fusion Sales and Service for High Tech and Manufacturing Cloud Service, or
- Oracle Fusion Sales and Service for Higher Education Cloud Service.

Customer Responsibilities:

If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for compliance with laws, rules, and regulations governing personal health information if choosing to use Chat or Cobrowse, as these services have not be assessed by a third party entity against HIPAA controls.

Usage Limits: The Oracle Fusion Sales and Service Premium Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- 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.
- Visual Builder Cloud Service Studio (VB Studio) may be used to extend Fusion Sales and Service applications. This covers creating user interface applications that connect to the Fusion Sales and Service solution and using VB Studio with extensions added to Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- Oracle will provision 2 environments for this Oracle Sales and Service Cloud Application. One environment is dedicated for production use and one environment is dedicated 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 (1 Authorized User)	240,000	600	N/A

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

The maximum number of Records that may be uploaded and stored within your Fusion Sales and Service Premium environment is two hundred and forty thousand (240,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion Sales and Service environment for all such Hosted Named Users is twenty-four million (24,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to six hundred (600) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 60 gigabytes.)

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 Intelligence Cloud Service – Hosted Named User

Part #: B95944

Users of the Oracle Sales Intelligence Cloud Service are authorized to access the following modules and features:

- Sales Intelligence
- Transparent Data Encryption

Usage Limits

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

- A maximum number of the applicable metric as defined in Your order.

Adaptive Intelligence is not covered under Oracle Break Glass.

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 GPT4.1mini	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 Premium Cloud Service – Hosted Named User

Part #: B95943

Users of the Oracle Fusion Sales Premium 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
  - Business Plans
- Sales Performance Management
  - Territory Management
  - Quota Management
- Sales Orchestration and Intelligence
- Customer Data Management
  - Customer Hub
  - Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers
- Service
  - Service Request Management
  - Knowledge Management – Read Only
- Platform
  - Visual Builder
  - Applications Extensibility Framework
  - Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring

supported channels; enabling and disabling skills. Further configuration and extension require the purchase of Oracle Digital Assistant Platform.

Usage Limits

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

- A maximum number of Authorized Users (Hosted Named User).
- 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 Sales Cloud Application. One environment is dedicated for production use and one environment is dedicated 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)	240,000	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 GPT4.1mini	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 Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service

Applicable Part # B79965

Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE)

Usage Limits: The Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Transparent Data Encryption for Transportation and Global Trade Management Security Cloud Service uses the storage provided under Your existing Oracle Transportation Management and/or Global Trade Management Cloud Service, as applicable.

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.

Non-Certified Federation Server SSO Enablement for Oracle Fusion Cloud Service Setup Fee -- Environment

Applicable Part # B85989

Oracle shall facilitate and test Your Oracle Fusion application Services Environment with Your non-certified, SAML2.0 compliant federation server for SSO implementation. If ordered for your Production environment, Oracle will also provision the associated initial Test Environment. The time from provisioning of the application Services Environment to SSO readiness shall take approximately six weeks for the first environment and approximately 3 weeks for each additional environment.

Usage Limits: Non-Certified Federation Server SSO Enablement for Oracle Fusion Cloud Service is subject to usage limits based upon:

- A maximum number of environments as defined in Your order

For reference, this service is not required for the following Certified SSO federation servers:

1. Oracle Access Management 11gR2 PS3+	7. IBM Tivoli	13. CA Site Minder	19. Centrify	25. WSO2 Identity Server
2. Oracle Identity Federation (OIF): 11g +	8. IBM Security Access Manager	14. Secure Auth	20. Open SAML	26. Auth Anvil
3. Oracle IDCS	9. Okta 6.0+	15. Forgerock Open AM	21. Google IDP	27. Simple Saml Php
4. Microsoft Active Directory Federation Services (ADFS): 2.0+	10. OneLogin	16. Entrust Get Access	22. Sail Point Identity	28. Auth Anvil
5. Microsoft Azure Active Directory (Azure AD)	11. Ping Federate 6.0+	17. Big IP F5 APM	23. SSO Easy Connect	
6. Shibboleth open source single sign-on software: 2.4.0 +	12. Ping One	18. Net IQ Access Mgr	24. Surf Context tbv	

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 Content and Experience Cloud for Oracle SaaS

Oracle Content and Experience Cloud	Part #	Metric
Oracle Content and Experience Cloud for Oracle SaaS	B89710	Hosted Named User
Oracle Content and Experience Cloud for Oracle SaaS - Visitors	B89711	1K Unique Visitors

Oracle Content and Experience Cloud Service for Oracle CX – Outbound Data Transfer	B91222	Gigabyte Outbound Data Transfer Per Month

Description

Oracle Content and Experience Cloud for Oracle SaaS is a cloud-based content hub to drive omni-channel content management and accelerate experience delivery. Collaboration and workflow management capabilities streamline the creation and delivery of content and improve customer and employee engagement.

Metrics

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

5,000 Assets Per Month: is defined as 5,000 Assets Per Month, where one (1) asset is one (1) item of any type (published or not published) stored in the Oracle Content and Experience Cloud Service asset repository. An asset stored in the asset repository can be either a file based asset (e.g., a document, an image, a video) or a content item and a content item is a block of information created using a content type. Every twenty (20) files of any type stored in the Oracle Content and Experience documents file repository counts as one (1) asset.

If the number total number of assets utilized during a month exceeds the number of assets that are entitled per 5,000 Assets Per Month an additional 5,000 Assets Per Month will be charged.

Only the current top level revision of any given file or asset is counted toward the assets counts.

If an Oracle Content and Experience instance has been provisioned and designated as a non-primary instance, only a single quantity of 5,000 Assets Per Month will be charged regardless of the total number of assets being replicated. A non-primary instance can be used for Development, Staging, QA or Disaster Recovery.

GIGABYTE OUTBOUND DATA TRANSFER PER MONTH: is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

1K Unique Visitors: Defined as 1,000 unique visitors where a unique visitor is defined as a unique individual that interacts with the service through a specific channel (website, app, API, email, etc.) regardless of frequency of visits during a specific period of time. Unique visitors are tracked thru the use of cookie, user id, device id, token, IP or session id.

For the purpose of Oracle Content and Experience Cloud, anonymous access to the service is tracked as unique visitors during a 24-hour period. The service also tracks authenticated unique visitors based on the role given in the service during a 24-hour period. In addition, during the 24-hour period, the service tracks

- the number of API calls made to the service. If the number of API calls exceeds the API calls that are entitled per unique visitors, a new unique visitor is added.
- Outbound Data Transfer per Unique visitor. This is defined as the quantity during 24 hours of the Oracle Cloud Service of both the data you download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to your client requests. If the quantity of data transfer exceeds the amount that are entitled per unique visitors, a new unique visitor is added.

Oracle Content and Experience Cloud for Oracle SaaS

Applicable Part # B89710

Users of Oracle Content and Experience Cloud for Oracle SaaS:

- Oracle Content and Experience Cloud for Oracle SaaS

As part of the Oracle Content and Experience Cloud for Oracle SaaS , each Hosted Named Users purchased (minimum of 10) will receive 100 GB of storage per Hosted Named User. The total storage allocated across all users will be rounded up to the nearest TB. The default storage allocated to each user is provided by Oracle Storage Cloud Service.

Pre-requisite:
In order to be eligible to purchase Content and Experience Cloud for Oracle SaaS, you must first purchase Oracle Marketing Cloud or Oracle Commerce Applications

Usage limits include:

- The number of Hosted Named Users as set forth in Your order
- The storage allocated based on the number of Hosted Named Users
- 1,000 Published Assets per month per user (pooled)

Oracle Content and Experience Cloud for Oracle SaaS –Visitors

Applicable Part # B89711

The Oracle Content and Experience Cloud – Visitors is subject to the quantity of Oracle Content and Experience Cloud – 1K Unique Visitors as set forth in Your order.

Pre-requisite:
In order to be eligible to purchase Content and Experience Cloud – Visitors, you must first purchase Oracle Content and Experience Cloud for Oracle SaaS.

Usage limits include:

- 100 API calls per Unique Visitor
- 10 MB of Outbound Data Transfer per Unique Visitor

Customer Responsibilities

By default Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the

virus scan and allow unscanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Supply Chain Management Limited Cloud Service - Hosted Named User

Applicable Part # B91058

Users of the Oracle Fusion Supply Chain Management Limited Cloud Service - Hosted Named User are authorized to access Oracle Fusion Supply Chain Management Limited Cloud Service - Hosted Named User.

The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Supply Chain Management Limited Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 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 Internet of Things Asset Monitoring Cloud Service – Hosted Named User

Part # B87146

Users of the Oracle Internet of Things Asset Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Asset Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Asset Monitoring Cloud Service

NOTE: The total number of users with IoTAMAdministrator role[1] must not exceed the number of Hosted Named User licenses. Each user with IoTAMAdministrator role entitles creation and monitoring of up to 200 assets per month.

There are no limits on the number of users with roles[1] other than IoTAMAdministrator. Users with roles other than IoTAMAdministrator are not entitled for creation of additional assets.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-asset-cloud/iotaa/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Asset Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Asset Monitoring Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Asset Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Asset Monitoring Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Asset Monitoring Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Production Monitoring Cloud Service – Hosted Named User

Part # B87348

Users of the Oracle Internet of Things Production Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time visibility into status of production processes
- Identification of production anomalies and machine faults
- Identification and analysis of production KPI such as utilization, idle time, down time, etc.
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Production Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Production Monitoring Cloud Service

NOTE: The total number of users with IoTPMAdministrator role[1] must not exceed the number of Hosted Named User licenses. Each user with IoTPMAdministrator role entitles creation and monitoring of up to 200 machines per month.

There are no limits on the number of users with roles[1] other than IoTPMAdministrator. Users with roles other than IoTPMAdministrator are not entitled for creation of additional machines.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-production-cloud/iotpm/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Production Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Production Monitoring Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Production Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Production Monitoring Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Production Monitoring Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Fleet Monitoring Cloud Service

Part # B87617

Users of the Oracle Internet of Things Fleet Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time location tracking of vehicles
- Trip status monitoring and vehicle condition monitoring
- Driver behavior tracking
- Incident creation and management for faults detected
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Fleet Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Fleet Monitoring Cloud Service

NOTE: The total number of users with Fleet Manager role[1] must not exceed the number of Hosted Named User licenses. Each user with Fleet Manager of Oracle Internet of Things Fleet Monitoring Cloud Service entitles only one of the following

- The number of vehicles in the fleet managed by Oracle IoT Fleet Management shall not exceed the number of hosted named user licenses
- OR The Hosted $M in Freight Under Management[2] will not exceed 0.5 per year per user with Fleet Manager role

There are no limits on the number of users with roles[1] other than Fleet Manager role. Users with roles other than Fleet Manager do not provide additional entitlements.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-fleet-cloud/iotfm/get-know-oracle-iot-fleet-monitoring-cloud-service.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Fleet Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Fleet Monitoring Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Fleet Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Fleet Monitoring Cloud Service
- 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

- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Fleet Monitoring Cloud Service

2. Hosted $M in Freight Under Management (FUM) is defined as one million 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 IoT Fleet Monitoring 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 freight terms of prepaid).

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Connected Worker Cloud Service – Hosted Named User

Part # B87614

Users of the Oracle Internet of Things Connected Worker Cloud Service are authorized to access the following modules and features:

- Real-time visibility into worker health and safety
- Worksites monitoring and hazards monitoring
- Time and labor tracking automation
- Incident creation and management for accidents and issues detected
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle Internet of Things Connected Worker Cloud Service

- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Connected Worker Cloud Service

NOTE: The total number of users with Project Manager and Supervisor roles[1] must not exceed the number of Hosted Named User licenses.

There are no limits on the number of users with Worker role[1]. Users with Worker role do not provide any additional entitlements.

2. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-worker-cloud/iotcw/get-know-oracle-iot-connected-worker-cloud-service.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Connected Worker Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Connected Worker Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Connected Worker Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Connected Worker Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Connected Worker Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Intelligent Applications Cloud Service – Hosted Employee

Part # B92961

Users of the Oracle Internet of Things Intelligent Applications Cloud Service are authorized to access the following modules and features in their environment:

- IoT Asset Monitoring for real-time location and health monitoring of assets, spatial analytics to detect asset misplacement and theft, and incident creation and management for faults detected in assets
- IoT Production Monitoring for real-time visibility into status of production processes, identification of production anomalies and machine faults, identification and analysis of production KPI such as utilization, idle time, down time, etc.
- IoT Fleet Monitoring for real-time location tracking of shipments and vehicles , trip status monitoring, shipment condition monitoring, vehicle condition monitoring, driver behavior tracking, and incident creation and management for faults detected
- IoT Connected Worker for real-time visibility into worker health and safety, worksites monitoring and hazards monitoring, time and labor tracking automation, and incident creation and management for accidents and issues detected

Users of Oracle Internet of Things Intelligent Applications 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 Internet of Things Intelligent Applications Cloud Service is subject to usage limits based on:

- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 (MB)
Hosted Employee	100

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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 Internet of Things, 3D Digital Twin Cloud Service – Hosted Environment

Part # B92132

Users of the Oracle Internet of Things, 3D Digital Twin are authorized to access the following modules and features in their corresponding Oracle Internet of Things Application:

- Upload, visualize and interact with 3D models of physical assets

NOTE: The total quantity of units for this SKU is fixed at 1 per Oracle IoT Application, irrespective of quantity of pre-requisite Oracle Internet of Things Application.

Usage Limits

- This SKU enables the 3D Digital Twin functionality in the corresponding pre-requisite Oracle Internet of Things Application. No new environment is provisioned for this SKU.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will enable Your instance of Oracle Internet of Things Application with the 3D Digital Twin functionality
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Application
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things, 3D Digital Twin
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Your instance of Oracle Internet of Things Application with the 3D Digital Twin functionality

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services
This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Intelligent Applications Cloud Service – Hosted Named User

Applicable Part # B92519

Users of the Oracle Internet of Things Intelligent Applications Cloud Service are authorized to access the following modules and features in their environment:

- IoT Asset Monitoring for real-time location and health monitoring of assets, spatial analytics to detect asset misplacement and theft, and incident creation and management for faults detected in assets
- IoT Production Monitoring for real-time visibility into status of production processes, identification of production anomalies and machine faults, identification and analysis of production KPI such as utilization, idle time, down time, etc.
- IoT Fleet Monitoring for real-time location tracking of shipments and vehicles , trip status monitoring, shipment condition monitoring, vehicle condition monitoring, driver behavior tracking, and incident creation and management for faults detected
- IoT Connected Worker for real-time visibility into worker health and safety, worksites monitoring and hazards monitoring, time and labor tracking automation, and incident creation and management for accidents and issues detected

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Users of Oracle Internet of Things Intelligent Applications 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 Internet of Things Intelligent Applications 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 2 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 (GB)	File Storage (MB)	Bandwidth
Hosted Named User	10	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 Internet of Things Intelligent Applications, Mobile Worker – Hosted Named User

Applicable Part # B92520

Oracle Internet of Things Intelligent Applications, Mobile Worker is an optional offering only for Oracle Internet of Things Intelligent Applications Cloud Service that enables access to intermittent users who access the hosted service only via the companion IoT Applications mobile app that provides a restricted set of capabilities. Examples of Mobile Worker Users include, but are not limited to, vehicle drivers that need to use the companion mobile app to start and stop trips, seasonal construction workers at a construction project. Please contact the IoT Applications product management team to verify eligibility for other use cases.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Usage Limits:
Oracle Internet of Things Intelligent Applications, Mobile Worker is subject to following usage limits for a single unit of the SKU:

- User accounts provisioned by this SKU will not enable access to the web-based console from any type of device
- User accounts provisioned by this SKU may only access the hosted service via the companion IoT Applications mobile app

- This subscription does not provision additional storage and compute capacity in the associated Oracle Internet of Things Intelligent Applications 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 Internet of Things Intelligent Applications, Additional Test Environment – Each

Applicable Part # B92521

Oracle Internet of Things Intelligent Applications, Additional Test Environment is an optional offering only for Oracle Internet of Things Intelligent Applications Cloud Service that provides for the hosting and maintenance of an additional Test Environment, that 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 of the Production Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Services Period of the associated Oracle Cloud Ordering Document.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Usage Limits:
The Oracle Internet of Things Intelligent Applications, Additional Test Environment defined above is subject to usage limits based upon:

- A maximum number of ten (10) Users authorized to access the hosted service, regardless of whether the user is actively accessing the hosted service at any given time

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 Track and Trace Cloud Service – Hosted Named User

Applicable Part # B91001

Customers purchasing the Oracle Intelligent Track and Trace service are authorized to access the following modules and features:

- Setup and manage a business network consisting of trading partners

- Invite and manage Endorsing Trading partners
- Invite and manage Participating Trading Partners
- Authorize Business Network Administrators
- Setup and manage document types and business flows to be tracked on the business network
- Define business rules via Smart Contracts for validating transactions submitted to the network
- End-to-end view of supply chain transactions across organizations, subject to the user's role and privileges on the network
- Ingest supply chain transaction documents into the network
- Track progress of business flows based on transactions submitted to the business network
- Trace transaction history
- Trace physical items such as products, raw material etc. referenced by supply chain transactions submitted to the network
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability
- Provisioned capacity for a single development environment without high availability

NOTE: The total number of Business Network Administrator users must not exceed the number of Hosted Named User licenses. One Business Network Admin User is equivalent to one Hosted Named User.

NOTE: Each subscription of Oracle Intelligent Track and Trace allows the Business Network Administrators to invite a minimum of 20 Hosted Named Users.

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Oracle Responsibilities
Oracle's responsibilities include:

- Oracle will create Your instance of Oracle Intelligent Track and Trace including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Intelligent Track and Trace

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle Intelligent Track and Trace
- You are responsible for appointing Business Network Administrators to define, implemente and manage Smart Contracts
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content

- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Intelligent Track and Trace

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH 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 Intelligent Track and Trace Cloud Service – Hosted Employee

Applicable Part # B93021

Customers purchasing the Oracle Intelligent Track and Trace service are authorized to access the following modules and features:

- Setup and manage a business network consisting of trading partners
- Invite and manage Endorsing Trading partners
- Invite and manage Participating Trading Partners
- Authorize Business Network Administrators
- Setup and manage document types and business flows to be tracked on the business network
- Define business rules via Smart Contracts for validating transactions submitted to the network
- End-to-end view of supply chain transactions across organizations, subject to the user's role and privileges on the network
- Ingest supply chain transaction documents into the network
- Track progress of business flows based on transactions submitted to the business network
- Trace transaction history
- Trace physical items such as products, raw material etc. referenced by supply chain transactions submitted to the network
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability
- Provisioned capacity for a single development environment without high availability

Usage Limits: Oracle Intelligent Track and Trace Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Employee) as defined in your order
- Does not include any quota for endorsing partner users or participating partner users. Those users have to be purchased separately using the optional SKUs.

- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Oracle Responsibilities
Oracle's responsibilities include:

- Oracle will create Your instance of Oracle Intelligent Track and Trace including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Intelligent Track and Trace

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle Intelligent Track and Trace
- You are responsible for appointing Business Network Administrators to define, implement and manage Smart Contracts
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Intelligent Track and Trace

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH 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 Intelligent Track and Trace, Additional Endorsing User Option Cloud Service – Hosted Named User

Part # B91002

The Oracle Intelligent Track and Trace Additional Endorsing User Option allows the customer to add at least 5 additional Hosted Named Users to their Oracle Intelligent Track and Trace subscription.

- This option allows adding users for Endorsing Trading Partners.
- Endorsing Trading Partners have their own blockchain instance with ability to define their own Smart Contracts and define access to and visibility on transactions submitted by them.

Prerequisites
This option requires an active subscription to Oracle Intelligent Track and Trace.

Third Party Web Sites, Platforms and Services
This Oracle Intelligent Track and Trace Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Intelligent Track and Trace, Additional Participating User Option Cloud Service – Hosted Named User

Part # B91003

The Oracle Intelligent Track and Trace Additional Participating User Option allows the customer to add at least 5 additional Hosted Named Users to their Oracle Intelligent Track and Trace subscription.

- This option allows adding users for Participating Trading Partners.
- Participating Trading Partners do not have a blockchain instance provisioned for them and therefore do not have the ability to define Smart Contracts and access and visibility rules.

Prerequisites
This option requires an active subscription to Oracle Intelligent Track and Trace

Third Party Web Sites, Platforms and Services
This Oracle Intelligent Track and Trace Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle IoT Service Monitoring for Connected Assets Cloud Service—Hosted Named User

Part# B89691

Users of the Oracle IoT Service Monitoring for Connected Assets Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Automatic creation of incidents in Oracle Engagement Cloud
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle IoT Service Monitoring for Connected Assets Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling

NOTE: The total number of users with IoTAMAdministrator role[1] must not exceed the number of Hosted Named User licenses. Each user with IoTAMAdministrator role entitles creation and monitoring of up to 65 assets per month.

There are no limits on the number of users with roles[1] other than IoTAMAdministrator. Users with roles other than IoTAMAdministrator are not entitled for creation of additional assets.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-asset-cloud/iotaa/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Service Monitoring for Connected Assets Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle IoT Service Monitoring for Connected Assets Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle IoT Service Monitoring for Connected Assets Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle IoT Service Monitoring for Connected Assets Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle IoT Service Monitoring for Connected Assets Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle IoT Service Monitoring for Connected Assets Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Adaptive Intelligent Apps for Human Capital Management - Hosted Employee

Applicable Part # B89966

Users of Oracle Adaptive Intelligent Apps for Human Capital Management - Hosted Employee are authorized to access the following module and features:

- Oracle Adaptive Intelligent Apps for Human Capital Management

This may be an artificial intelligence enabled Service. Oracle's artificial intelligence algorithms and machine learning systems may process Your Content to enhance and improve the Services.

Usage Limits: The Oracle Adaptive Intelligent Apps for Human Capital Management - Hosted Employee cloud service is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Employee) 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.

Oracle Adaptive Intelligent Apps for Customer Experience, Sales Cloud Service - Hosted Named User

Applicable Part # B89968

Users of Oracle Adaptive Intelligent Apps for Customer Experience, Sales Cloud Service - Hosted Named User are authorized to access the following module and features:

- Oracle Adaptive Intelligent Apps for Customer Experience, Sales Cloud Service

Usage Limits: The Oracle Adaptive Intelligent Apps for Customer Experience, Sales Cloud Service is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Named User) 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.

Oracle Adaptive Intelligent Apps for Customer Experience, Sales Enterprise Records Cloud Service-Hosted 1,000 Records

Applicable Part # B91214

Users of the Oracle Adaptive Intelligent Apps for Customer Experience, Sales Enterprise Records Cloud Service are authorized to access the following module:

- Oracle Adaptive Intelligent Apps for Customer Experience, Sales Enterprise Records Cloud Service

Usage Limits: The Oracle Adaptive Intelligent Apps for Customer Experience, Sales Enterprise Records Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records as defined in Your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise stated on 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Adaptive Intelligent Apps for Enterprise Resource Planning - Hosted Named User

Applicable Part # B89967

Users of Oracle Adaptive Intelligent Apps for Enterprise Resource Planning - Hosted Named User are authorized to access the following module and features:

Oracle Adaptive Intelligent Apps for Enterprise Resource Planning

This may be an artificial intelligence enabled Service. Oracle's artificial intelligence algorithms and machine learning systems may process Your Content to enhance and improve the Services.

Usage Limits: The Oracle Adaptive Intelligent Apps for Enterprise Resource Planning - Hosted Named User cloud service is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Named User) 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.

Oracle Adaptive Intelligent Apps for Enterprise Resource Planning - Hosted Employee

Applicable Part # B91433

Users of Oracle Adaptive Intelligent Apps for Enterprise Resource Planning - Hosted Employee are authorized to access the following module and features:

Oracle Adaptive Intelligent Apps for Enterprise Resource Planning

This may be an artificial intelligence enabled Service. Oracle's artificial intelligence algorithms and machine learning systems may process Your Content to enhance and improve the Services.

Usage Limits: The Oracle Adaptive Intelligent Apps for Enterprise Resource Planning – Hosted Employee cloud service is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Employee) 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.

Oracle Digital Assistant for Fusion Sales Cloud Service

Oracle Digital Assistant for Fusion Oracle SaaS	SKU	Metric
Oracle Digital Assistant for Fusion Sales Cloud Service	B91432	Hosted Named User

Descriptions

Oracle Digital Assistant for Fusion Sales Cloud Service introduces conversation interactions with Oracle Sales Cloud via the Chatbots functionality. With the Digital Assistant for Fusion Sales Cloud Service, userscan deploy and use Skills for the Oracle Sales Cloud, as well as using Extensibility Tool to make modifications to these Skills. Users of Oracle Digital Assistant for Fusion Sales Cloud Service are authorized to access the following modules or features:

- Usage of the Skills for Oracle Sales Cloud that allows users to access certain Sales Cloud functionality such as Opportunity Management, Account Management, Appointment Details, etc.
- Creation and Deployment of the Digital Assistant composed of the Skills for the Oracle Sales Cloud.
- AI powered Natural Language Processing (NLP) for Intent and Entity detection

- Deployment of Digital Assistant and Skills for the Sales Cloud to multiple channels, abstracting the differences
- Extensibility Tool to modify the Skills for Sales Cloud
- Integration with Oracle Sales Cloud through APIs and components embedded with the Skills
- Transparent Data Encryption

Oracle Digital Assistant for Fusion Sales Cloud Service requires:

- Active Oracle Sales Cloud, Engagement Cloud or Fusion Sales & Service subscription

Usage limits: Oracle Digital Assistant for Fusion Oracle Sales Cloud Service is subject to the following limitations:

- Any usage of the Digital Assistant platform features outside of the Extensibility Tool and the Skills for Sales Cloud will require subscription to the Oracle Digital Assistant Cloud Service SKU.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Services in the Oracle Cloud Portal on a daily basis. For the purposes of the Oracle Digital Assistant for Fusion Sales Cloud, Your usage is measured by the number of Hosted Name Users accessing the the Digital Assistant for the Oracle Sales Cloud.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- Oracle Digital Assistant for Oracle Sales Cloud 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Digital Assistant for Fusion Enterprise Resource Planning Self Service Cloud Service - Hosted Named User

Applicable Part # B91448

The service provides a digital assistant which is a channel to interact with the Oracle Enterprise Resource Planning Cloud service using standard tools such as SMS messaging or the Slack collaboration tool. For example they can create a new transaction in the system such as a new expense report, or get the status of an expense report to see if it is approved or paid. The interactions will be limited to the specific interactions provided by Oracle as part of the service, it will not allow customers to build their own interactions. The service includes:

- Transparent Data Encryption

Usage Limits: Oracle Digital Assistant for Fusion Enterprise Resource Planning for Self Service Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service - 1000 Sessions

Applicable Part # 92094

The service provides a digital assistant which is a channel for members of the public within a municipality to interact with the Oracle Fusion Public Sector Community Development Cloud Service using standard tools such as SMS messaging or the Slack collaboration tool. For example, users can research existing or in-progress permits in the area and find out what permit is required for certain

types of building activity. The interactions will be limited to the specific interactions provided by Oracle as part of the service, it will not allow customers to build their own interactions. The service includes:

- Transparent Data Encryption

Usage Limits: Oracle Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service is subject to the following quantities:

- Oracle will provision two environments for this Oracle Cloud Enterprise 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.
- Each license entitles the customer to 1,000 Sessions Per Month. Sessions will be measured as an aggregate across both the production and stage environments.

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 Digital Assistant for Fusion Enterprise Resource Planning Cloud Service - Hosted Employee

Applicable Part # B91449

The service provides a digital assistant which is a channel for users to interact with their Oracle Enterprise Resource Planning Cloud service using standard tools such as SMS messaging or the Slack collaboration tool. For example they can create a new transaction in the system such as a new expense report, or get the status of an expense report to see if it is approved or paid. The interactions will be limited to the specific interactions provided by Oracle as part of the service, it will not allow customers to build their own interactions. The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Digital Assistant for Fusion Enterprise Resource Planning Cloud Service - Hosted Emplyee is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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 Digital Assistant Human Capital Management Cloud Service – Hosted Employee

Applicable Part: B91637

Oracle Digital Assistant for Human Capital Management Cloud Service introduces conversation interactions with Oracle Human Capital Management Cloud via the Chatbots functionality that is powered by AI. With the Digital Assistant for Human Capital Management Cloud Service, Employees and Managers are authorized to access the following modules or features:

- AI powered Natural Language Processing (NLP) for Intent and Entity detection
- Deployment of Digital Assistant and Skills for the HCM Cloud to multiple channels, abstracting the differences
- Integration with Oracle Human Capital Management Cloud through APIs and components embedded with the Skills

Oracle Digital Assistant for Human Capital Management Cloud Service requires:

- Active Oracle Human Capital Management Cloud subscription

Usage limits: Oracle Digital Assistant Human Capital Management Cloud Service is subject to the following limitations:

- A maximum number of Hosted Employees as defined in Your order

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 *SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service - 1000 Sessions

Applicable Part # 92094

The service provides a digital assistant which is a channel for members of the public within a municipality to interact with the Oracle Fusion Public Sector Community Development Cloud Service using standard tools such as SMS messaging or the Slack collaboration tool. For example, users can research existing or in-progress permits in the area and find out what permit is required for certain types of building activity. The interactions will be limited to the specific interactions provided by Oracle as part of the service, it will not allow customers to build their own interactions.

Usage Limits: Oracle Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service is subject to the following quantities:

- Oracle will provision two environments for this Oracle Cloud Enterprise 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.
- Each license entitles the customer to 1,000 Sessions Per Month. Sessions will be measured as an aggregate across both the production and stage environments.

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 Talent Fusion Management for Coexistence Cloud Service- Hosted Named User

Applicable Part # B88341

Users of the Oracle Fusion Talent Management for Coexistence 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 Management Cloud Service
- Oracle Fusion Career Development Cloud Service
- Oracle Fusion Workforce Directory Management
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Users of Oracle Fusion Talent Management for Coexistence 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 Talent Management for Coexistence 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 2 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)	Bandwidth
Hosted Named User	5	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 Process Automation for Fusion Applications Cloud Service – Hosted Named User

Applicable Part # B93302

Descriptions:

Oracle Process Automation Service for Fusion Applications is a cloud-based platform that enables the automation of business processes. Authorized users of the Oracle Process Automation Service for Fusion Applications – Standard Cloud Service includes the following capabilities:

- Structured and unstructured process modeling
- Decision Modeling
- Connectivity to outside Applications and integrations
- Web Forms
- User task management and tracking

Usage Limits:

Oracle Process Automation for Fusion Applications is subject to the following limitations:

- Thread execution timeout for the process engines is 60 secs
- Looping activities are allowed to be executed to max of 100 occurrences
- Large Variable Size (DP and BPMN) is 50 KB
- Email payload size limit is 2 MB
- Maximum process steps is 100
- Maximum web forms components is 1,000
- Two working environments:
    - Designer - the design-time environment where you develop applications
    - Workspace - the runtime environment where you use and monitor process applications

Completed instance data will be not be stored past 30 days.

Customer Responsibilities:

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- Oracle Process Automation for Fusion Applications 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:

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 party. 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 SaaS Public Cloud Services Pillar Document, which may be viewed at www.oracle.com/contractsviewed at www.oracle.com/contracts.

Oracle Commerce Standard Cloud Service – 1000 Page Views

Applicable Part #: B81001

Users of Oracle Commerce Standard Cloud Service are authorized to access the following modules and features:

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) 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 (10) 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 number of Oracle Commerce External API Access Requests as defined in your order.

  Oracle Commerce Standard includes one million (1,000,0000) Requests for the Oracle Commerce External API Access Cloud Service.
- Oracle will provision 2 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 1,000 Page Views across both environments:

License Metric	File Storage (GB)
1,000 Page Views	50

- 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 Millions)	Peak Capacity Limit (Page Views per hour)
10	27,000
20	55,000
50	140,000
100	280,000
200	560,000
300	840,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 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.

Oracle Commerce Standard Cloud Service – $1000 Revenue

Applicable Part #: B81002

Users of Oracle Commerce Standard Cloud Service are authorized to access the following modules and features:

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Cloud Service is subject to usage limits as follows:

- 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 (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum amount of $1,000 Revenue as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order. Oracle Commerce Standard includes one million (1,000,0000) Requests for the Oracle Commerce External API Access Cloud Service.
- Oracle will provision 2 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 $1,000 Revenue across both environments:

License Metric	File Storage (GB)
$1,000 Revenue	50

- 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 Revenue as Described in Order (in USD $1,000,000)	Peak Capacity Limit (Page Views per hour)
20	27,000
25	55,000
35	140,000
50	280,000
75	560,000
100	840,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 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.

Oracle Commerce Standard Cloud Service – 1000 Revenue

Applicable Part #: B87813

Users of Oracle Commerce Standard Cloud Service are authorized to access the following modules and features:

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Cloud Service is subject to usage limits as follows:

- 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 (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.

- a maximum amount of 1,000 Revenue 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 twelve million (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 app.
    - 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 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.

- 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 Revenue as Described in Order (in USD $1,000)	**Peak Capacity Limit (Page Views per hour)**
0 – 24,999	27,000
25,000 – 34,999	55,000
35,000 – 49,000	140,000
50,000 – 74,999	280,000
75,000 – 99,999	560,000
100,000 – 199,999	840,000
200,000 – 299,999	1,100,000

300,000 – 399,999	1,400,000
400,000 – 499,999	1,700,000
500,000 – 599,999	2,000,000
600,000 – 699,999	2,200,000
700,000 – 799,999	2,500,000
800,000 - 899,999	2,800,000
900,000 – 999,999	3,000,000
1,000,000 or more	3,300,000

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 – 1000 Revenue

Applicable Part #: B90483

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 (10) 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 (10) 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 twelve million (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 app.

- 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 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.

- 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 Revenue as Described in Order (in USD $1,000,000)	**Peak Capacity Limit (Page Views per hour)**
<20 – 24,999	27,000
25 – 34,999	55,000
35 – 49,000	140,000
50 – 74,999	280,000
75 – 99,999	560,000
100,000 – 199,999	840,000
200,000 – 299,999	1,100,000
300,000 – 399,999	1,400,000
400,000 – 499,999	1,700,000
500,000 – 599,999	2,000,000

600,000 – 699,999	2,200,000
700,000 – 799,999	2,500,000
800,000 - 899,999	2,800,000
900,000 – 999,999	3,000,000
1,000,000 or more	3,300,000

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 Storefront for Commerce Cloud Service-Each

Applicable Part #: B86734

Users of Oracle Additional Storefront for Commerce Cloud Service are authorized to access the following modules and features:

- Additional Storefront for Commerce Cloud Service
- Additional Domain for Commerce Cloud Service

You are required to purchase and maintain the Oracle Commerce Standard Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Additional for Commerce Cloud Service is subject to usage limits as follows:

- a maximum number additional Storefronts 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.

Oracle Virtual Private Network for Commerce Cloud Service -VPN Connection

Applicable Part # B85348

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and your firewall.

Usage Limits: The Oracle Virtual Private Network for Commerce Cloud Services is subject to usage limits based upon:

• A maximum number of VPN Connections as defined in Your order

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 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.

Virtual Private Network Setup Fee for Oracle Commerce Cloud Service – VPN Connection

Applicable Part # B85799

This is a per vpn-tunnel fee related to Virtual Private Network Setup Fee for Oracle Commerce Cloud Service to setup and configure the software based VPN solution between Your facilities and Oracle facilities.

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.
    - Oracle Commerce Premium 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 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 Fusion Talent Management and Workforce Compensation Cloud Service-Hosted Named User

Applicable Part # B91066

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

- Oracle Fusion Workforce Compensation Cloud Service
- 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

Users of Oracle Fusion Talent Management and Workforce Compensation 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 Talent Management and Workforce Compensation 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 2 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)	Bandwidth
Hosted Named User	5	N/A

Your Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 Content Management for SaaS – Advanced Video Management - 250 Video Assets Per Month

Applicable Part # B92348

Users of Oracle Content Management for SaaS -Advanced Video Management have access to Oracle Content Management for SaaS – Advanced Video Management

Usage limits:

A maximum of multiples of 250 Video Assets Per Month as set forth in Your order.

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available

virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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/IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Datafox Cloud Service-Hosted Named User

Applicable Part # B91215

Users of the Oracle Datafox Cloud Service are authorized to access the following module:

- Oracle Datafox Cloud Service

Usage Limits: The Oracle Datafox Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted Named Users as defined in Your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise stated on 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle DataFox for Eloqua Cloud Service - Hosted 10,000 Records

Applicable Part # B91227

Users of Oracle DataFox for Eloqua Cloud Service are authorized to access the following module and features:

- Oracle DataFox for Eloqua Cloud Service

Usage Limits: Oracle DataFox for Eloqua Cloud Service is subject to the following usage limits:

- a maximum number of Hosted 10,000 Records as set forth in Your order.
- A maximum of 5 users to manage your account unless otherwise specified in your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise specified in Your order or in the Oracle SaaS Public Cloud Services Pillar Document

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 Datafox Connector Cloud Service for Salesforce-Hosted Named User

Applicable Part # B91217

Users of the Oracle Datafox Connector for Salesforce Cloud Service are authorized to access the following module:

- Oracle Datafox Connector for Salesforce Cloud Service

Usage Limits: The Oracle Datafox Connector for Salesforce Cloud Service is subject to usage limits based upon:

- 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Datafox API Enterprise Records Cloud Service-Hosted 1,000 Records

Applicable Part # B91218

Users of the Oracle Datafox API Enterprise Records Cloud Service are authorized to access the following module:

- Oracle Datafox API Enterprise Records Cloud Service

Usage Limits: The Oracle Datafox API Enterprise Records Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records as defined in Your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise stated on 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Datafox Enterprise Records Cloud Service-Hosted 1,000 Records

Applicable Part # B91216

Users of the Oracle Datafox Enterprise Records Cloud Service are authorized to access the following module:

- Oracle Datafox Enterprise Records Cloud Service

Usage Limits: The Oracle Datafox Enterprise Records Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Contact Enrichment Cloud Service – Hosted Record

Applicable Part #s: B75368

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

- Search Records of D&B Contacts
- Export Records of D&B Contacts either in the form of CSV files or directly within an application such as Oracle Sales and Service 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 Contact Enrichment Cloud Service is subject to the following limits:

- Maximum number of Hosted Records that a user may export per export job: 100,000
- Maximum number of Hosted Records that a user may submit for real-time mode enrichment, per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job: 250,000
- Maximum number of matched Hosted Records, per job: 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 10 input records are run against a multiple match value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

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

Additional Restrictions:

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

- You can purchase and use only a single Oracle Contact 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 Contacts 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 Contact 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 Enrichment Additional Applications Cloud Service

Applicable Part #s: B85218

Users of the Oracle Account and Contact Enrichment Additional Applications Cloud Service are authorized to access the following functionality:

- For each additional application purchased hereunder, You may use the D&B Contacts Hosted Records or D&B Company Records (but not both) in an additional one of the following Oracle Cloud application suites as set forth in Your order:
    - o 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)
    - o Oracle Marketing Cloud suite
    - o Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
    - o Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
    - o Oracle Cloud BI Apps suite

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.

Customer Data Management Cloud Service-Hosted Named User

Applicable Part # B91434

Users of the Oracle Customer Data Management Cloud Service are authorized to access the following modules:

- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules
- Manual merge and auto merge
- Linking
- Audit reporting
- Fusion Data Quality Records

Usage Limits: The Oracle Customer Data 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 2 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)	Fusion Data Quality Records	File Storage (MB)	Bandwidt
Hosted Named User (1 Authorized User)	50,000	50,000 per customer	200	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 Chat and Cobrowse Cloud Service

Applicable Part #B91071

Users of Oracle Chat Cloud Service are authorized to access the following module(s):

- Oracle Fusion Chat Cloud Service
- Oracle Cobrowse Cloud Service
- Transparent Data Encryption
- Up to five (5) Twitter handles can be connected

Twitter Content Policy for Government and Public Sector Use

1. Except where authorized by Twitter, Twitter content and information derived from Twitter content (collectively "Twitter Content") may not be made available to:

(a) any governmental entity or governmental-related entity (any entity that is owned, managed, controlled or partially controlled by a government) or entities providing services to such entities for surveillance purposes, including but not limited to:

(i) investigating or tracking Twitter's users or their content; or

(ii) tracking, alerting, or other monitoring of sensitive events (including but not limited to protests, rallies, or community organization meetings);

(b) any entity (including but not limited to a public sector entity whose primary function or mission includes conducting surveillance or gathering intelligence) for the purposes of conducting or providing surveillance, analysis or research that isolates a group of individuals or any single individual for any unlawful or discriminatory purpose or in a manner that would be inconsistent with Twitter's users' reasonable expectations of privacy; or

(c) any entity to target, segment, or profile individuals based on health (including pregnancy), negative financial status or conditions, political affiliation or beliefs, racial or ethnic origin, religious or philosophical affiliation or beliefs, sex life or sexual orientation, trade union membership, data relating to any alleged or actual commission of a crime, or any other sensitive categories of personal information prohibited by law.

2. By accessing the Twitter Content through the Oracle Fusion Chat and Cobrowse Cloud Service You:

(a) represent that You are not a government or public sector entity nor is Your primary business in support of a government or public sector entity. If You decide to change Your business and You intend

to have Your primary business be in support of a government or public sector entity, then You must contact Oracle prior to change of Your business in order for Oracle to seek approval from Twitter for Your ongoing use of the Twitter Content. If You do not contact Oracle prior to change of Your business so that Oracle is not able to seek approval prior to change of Your business, notwithstanding any provision of the Agreement to the contrary, Oracle will have the right immediately to terminate Your use of the Oracle Fusion Chat and Cobrowse Cloud Service; or, if you are a government or public sector entity,

(b) agree that Your use of the Twitter Content is limited to use cases which have been approved by Twitter for the Oracle Fusion Chat and Cobrowse Cloud Service. Any use of the Twitter Content that is outside the scope of such approved use cases is prohibited.

Customer Responsibilities:
If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for implementing, enabling and configuring all controls applicable to Your organization's HIPAA related requirements, as these services have not be assessed by a third party entity against HIPAA controls.

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

- A maximum number of Authorized Users (Hosted Named)
- A maximum limit of 5,000 chat API operations per minute

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 Loyalty Standard Edition Cloud Service- Hosted 1,000 Active Members

Applicable Part # B87856

Users of the Oracle Loyalty Standard Edition Cloud Service are authorized to access the following modules:

- Loyalty Program Management
- Loyalty Membership Management
- Loyalty Promotions Management
- Loyalty Transactions Engine
- Loyalty Bulk Membership Administration
- Hosted Loyalty User (Loyalty Manager and Administrator)

As part of the Oracle Loyalty Standard Edition Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service for every 1,000 Hosted Active Members

Usage Limits: The Oracle Loyalty Standard Edition Cloud Service is subject to usage limits based on:

- A maximum number of 1,000 Hosted Active Members as defined in your order.

- 10 External API requests per Active Member per 12 months.
- Peak capacity per the below table:

Member Volume	Included Number of External API Requests	Transaction Peak Capacity Limit (Transactions per hour)
500k	5MM	13k
1MM	10MM	27k
2MM	20MM	54k
5MM	50MM	136k
10MM	100MM	273k

- Oracle will provision 2 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 1,000 Hosted Active Members:

File Storage (MB)	Bandwidth
200	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 Loyalty External API Access Cloud Service- 1,000 API Requests

Applicable Part # B87857

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

- 1,000 API Requests

Usage Limits: The Oracle Loyalty External API Access Cloud Service is subject to usage limits based on:

- A maximum number of 1,000 API Requests 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 Student Financial Planning Cloud Service - Hosted FTE Student

Applicable Part # B90474

Users of the Oracle Student Financial Planning Cloud Service are authorized to access the following module:

- Student Financial Planning

Usage Limits: The Oracle Student Management Cloud Service is subject to usage limits based upon:

- a maximum number of authorized Users (Hosted FTE Student) as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Oracle 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 FUSION SUPPLY CHAIN MANAGEMENT CLOUD SERVICE

Oracle Fusion Order Management Cloud Service - Hosted 1000 Order Lines

Applicable Part # B81263

Users of the Oracle Fusion Order Management Cloud Service are authorized to access the following module:

- Oracle Fusion Order Management

Usage Limits: The Oracle Fusion Order Management Cloud Service is subject to usage limits based upon:

- a maximum number of 1000 Order Lines
- Oracle will provision 2 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 standard integration between Oracle CPQ Cloud Service and Oracle Financials Cloud Service is restricted to enable the "Bill Only" integration flow.

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 Fusion Order Management Cloud Service - Hosted Named User

Applicable Part # B81264

Users of the Oracle Fusion Order Management Cloud Service are authorized to access the following module:

- Oracle Fusion Order Management
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Order Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 standard integration between Oracle CPQ Cloud Service and Oracle Financials Cloud Service is restricted to enable the "Bill Only" integration flow.

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 Fusion Order Management Cloud Service - Hosted Named User

Applicable Part # B91055

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:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Order Management Cloud Service - Hosted Named User is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 Global Order Promising Cloud Service - Hosted 1000 Order Lines

Applicable Part # B81265

Users of the Oracle Fusion Order Promising Cloud Service are authorized to access the following module:

- Fusion Order Promising

Usage Limits: The Oracle Fusion Order Promising Cloud Service is subject to usage limits based upon:

- a maximum number of 1000 Order Lines

- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Global Order Promising Cloud Service - Hosted Named User

Applicable Part # B81266

Users of the Oracle Fusion Order Promising Cloud Service are authorized to access the following module:

- Fusion Order Promising
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Order Promising Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
  - Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Configurator Cloud Service – Hosted 1000 Order Lines

Applicable Part # B85241

Users of the Oracle Fusion Configurator Modeling Cloud Service are authorized to access the following module:

- Oracle Fusion Configurator

Usage Limits: The Oracle Fusion Configurator Modeling Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted 1000 Order Lines
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Configurator Modeling Cloud Service - Hosted Named User

Applicable Part # B85240

Users of the Oracle Fusion Configurator Modeling Cloud Service are authorized to access the following module:

- Oracle Fusion Configurator

Usage Limits: The Oracle Fusion Configurator Modeling Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Product Development Cloud Service - Hosted Named User

Applicable Part # B78968

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

- Oracle Fusion Product Catalog Management Cloud Service (EGO)
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Product Development Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Innovation Management Cloud Service – Hosted Named User

Applicable Part # B78969

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

- Oracle Fusion Product Requirements and Ideation Management (ACN)
- Oracle Fusion Product Concept Design (ACD)
- Oracle Fusion Product Lifecycle Portfolio Management (ACE)
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Innovation Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Innovation Management Ideation Cloud Service – Hosted Named User

Applicable Part # B78970

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

- Oracle Fusion Product Requirements and Ideation Management (ACN)

Usage Limits: The Oracle Fusion Innovation Management Ideation Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Product Hub Portal Cloud Service-Hosted 1,000 Records

Applicable Part # B75256

Users of the Oracle Fusion Product Hub Portal Cloud Service are authorized to access the following modules:

- Oracle Fusion Product Hub Portal Cloud Service

Usage Limits: The Oracle Fusion Product Hub Portal 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Product Hub Cloud Service-Hosted 1,000 Records

Applicable Part # B69730

Users of the Oracle Fusion Product Hub Portal Cloud Service are authorized to access the following modules:

- Oracle Fusion Product Hub Cloud Service

Usage Limits: The Oracle Fusion Product Hub 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Quality Management Cloud Service-Hosted Named User

Applicable Part # B87860

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

- Oracle Quality Management Cloud Service

Usage Limits: The Oracle Quality 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 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Supply Chain Management Limited – Hosted Named User

Applicable Part # B91058

Users of the Oracle Supply Chain Management Limited Cloud Service are authorized to access the following module:

- Innovation Management Ideation
- Product Hub Portal
- Fusion Enterprise Contracts Essential User Cloud Service
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Supply Chain Management Limited Cloud Service is subject to usage limits based upon:

- This does not provide Read Only Access to Product Management Cloud Service.
- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Manufacturing Cloud Service - Hosted Named User

Applicable Part # B85239

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

- Oracle Fusion Manufacturing Cloud Service

Usage Limits: The Oracle Fusion Manufacturing Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Maintenance Cloud Service - Hosted Named User

Applicable Part # B87859

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

- Oracle Fusion Maintenance Cloud Service

Usage Limits: The Oracle Fusion Maintenance Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Inventory Cloud Service - Hosted Named User

Applicable Part # B69729

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

- Oracle Fusion Inventory Cloud Service

Usage Limits: The Oracle Fusion Inventory Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Planning Central Cloud Service - Hosted 1000 Planned Item Locations

Applicable Part # B85244

Users of the Oracle Fusion Planning Central Cloud Service are authorized to access the following module:

- Oracle Fusion Planning Central

Usage Limits: The Oracle Fusion Planning Central Cloud Service is subject to usage limits based upon:

a maximum number of Hosted 1,000 Planned Item Locations

Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Planning Central User Cloud Service - Hosted Named User

Applicable Part # B85245

Users of the Oracle Fusion Planning Central User Cloud Service are authorized to access the following module:

- Oracle Fusion Planning Central

Usage Limits: The Oracle Fusion Planning Central User Cloud Service is subject to usage limits based upon:

a. maximum number of Authorized Users (Hosted Named User)

b. Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Policies, which may be viewed at www.oracle.com/contracts.

Oracle Supply Planning Cloud Service – Hosted Named User

Applicable Part # B87768

Users of the Oracle Supply Planning Cloud Service are authorized to access the following module:

- Oracle Supply Planning

Usage Limits: The Oracle Supply Planning Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- b. Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Supply Planning Cloud Service - 1,000 Planned Item Locations

Applicable Part # B87768

Users of the Oracle Supply Planning Cloud Service are authorized to access the following module:

- Oracle Supply Planning

Usage Limits: The Oracle Supply Planning Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Sales and Operations Planning Cloud Service - Hosted Named User

Applicable Part # B87769

Users of the Oracle Sales and Operations Planning Cloud Service are authorized to access the following module:

- Oracle Sales and Operations Planning

Usage Limits: The Oracle Sales and Operations Planning Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted Named Users as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Sales and Operations Planning Cloud Service - 1,000 Planned Item Locations

Applicable Part # B87770

Users of the Oracle Sales and Operations Planning Cloud Service are authorized to access the following module:

- Oracle Sales and Operations Planning

Usage Limits: The Oracle Supply Planning Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Demand Management Cloud Service - Hosted Named User

Applicable Part # B87765

Users of the Oracle Demand Management Cloud Service are authorized to access the following module:

- Oracle Demand Management

Usage Limits: The Oracle Demand Management Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted Named Users as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Demand Management Cloud Service – 1,000 Planned Item Locations

Applicable Part # B87766

Users of the Oracle Demand Management Cloud Service are authorized to access the following module:

- Oracle Demand Management

Usage Limits: The Oracle Demand Management Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle In-Memory Cost Management Cloud Service – 1,000 Planned Item Locations

Applicable Part # B87865

Users of the Oracle In-Memory Cost Management Cloud Service are authorized to access the following module:

- In-Memory Cost Management Cloud Service
- In-Memory Cost Management will include the following PaaS services (for use only with In-Memory Cost Management)
    - Oracle Database Cloud Service - Enterprise Edition Extreme Performance - High Memory - Non-Metered
    - Oracle Analytics Cloud - Enterprise Edition – Non-metered
    - Oracle Java Cloud Service - Enterprise Edition - General Purpose - Non-metered
    - Oracle Storage Cloud Service - Non-metered
    - Oracle Identity Cloud Service - Basic
    - Enterprise User – Non-metered
    - Oracle GoldenGate Cloud Service - Non-metered

Usage Limits: The Oracle In-Memory Cost Management Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Fusion Order Management Cloud Service - Hosted Employee

Applicable Part # B91062

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:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Order Management Cloud Service - Hosted Employee is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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 Inventory Management Cloud Service- Hosted Employee

Applicable Part # B86856

Users of the Oracle Fusion Inventory Management Cloud Service are authorized to access the following module:

- Oracle Fusion Inventory Management
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Inventory Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Supply Planning - Hosted Employee

Applicable Part # B93015

Users of Oracle Fusion Supply Planning are authorized to access the following module:

- Oracle Supply Planning
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Supply Planning is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 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 Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 Fusion Demand Management - Hosted Employee

Applicable Part # B93016

Users of Oracle Fusion Demand Management are authorized to access the following module:

- Oracle Demand Management
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Demand Management is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 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 Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 Fusion Sales and Operations Planning - Hosted Employee

Applicable Part # B93017

Users of Oracle Fusion Sales and Operations Planning are authorized to access the following module:

- Oracle Sales and Operations Planning
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Sales and Operations Planning is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 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 Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 Fusion Supply Chain Collaboration - Hosted Employee

Applicable Part # B93018

Users of Oracle Fusion Supply Chain Collaboration are authorized to access the following module:

- Oracle Supply Chain Collaboration
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Supply Chain Collaboration is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 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 Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for Fusion Cloud Service).

Oracle Fusion Purchasing Cloud Services- Hosted Named User

Applicable Part # B69717

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

- Oracle Fusion Purchasing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Purchasing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Procurement Contracts Cloud Service- Hosted Named User

Applicable Part # B69720

Users of the Oracle Fusion Procurement Contracts Cloud Service are authorized to access the following module:

- Oracle Fusion Procurement Contracts
- Oracle Fusion Enterprise Contracts Management

Usage Limits: The Oracle Fusion Procurement Contracts Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Sourcing Cloud Service- Hosted Named User

Applicable Part # B69719

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

- Oracle Fusion Sourcing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Sourcing Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Named User)
Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Supplier Portal Cloud Service- Hosted Named User

Applicable Part # B69718

Users of the Oracle Fusion Supplier Portal Cloud Service are authorized to access the following module:

- Oracle Fusion Supplier Portal

Usage Limits: The Oracle Fusion Supplier Portal Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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.
- No additional storage is provided. The Oracle Fusion Supplier Portal Cloud Service uses

the storage provided under your Oracle Fusion Purchasing Cloud Service.

- When subscribing to Oracle Fusion Supplier Portal Cloud Service the number of users needs to match the number of Oracle Fusion Purchasing Cloud Service users (Applicable Part # B69717).

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 Fusion Supplier Qualification Management Cloud Service- Hosted Named User

Applicable Part # B78965

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

- Oracle Fusion Supplier Qualification Management
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Supplier Qualification Management Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 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 metrics shall apply per Hosted Named User

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	200,000	200	N/A

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 Fusion Self Service Procurement Cloud Service- Hosted Named User

Applicable Part # B69721

Users of the Oracle Fusion Self Service Procurement Cloud Service are authorized to access the following module:

- Oracle Fusion Self Service Procurement

Usage Limits: The Oracle Fusion Self Service Procurement Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Enterprise Contracts Essential User Cloud Service - Hosted Named User

Applicable 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

Usage Limits: The Oracle Fusion Enterprise Contracts Essential User Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts

Oracle Service Contracts Cloud Service-Hosted Named User

Applicable Part # B87861

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

- Oracle Service Contracts Cloud Service

Usage Limits: The Oracle Service Contracts 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 2 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 (GB)	Bandwidth
Hosted Named User (1 Authorized User)	N/A	20	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 Purchasing Cloud Services- Hosted Employee

Applicable Part # B86843

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

- Oracle Fusion Purchasing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Purchasing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Procurement Contracts Cloud Service- Hosted Employee

Applicable Part # B86847

Users of the Oracle Fusion Procurement Contracts Cloud Service are authorized to access the following module:

- Oracle Fusion Procurement Contracts

- Oracle Fusion Enterprise Contracts Management

Usage Limits: The Oracle Fusion Procurement Contracts Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Employee)
Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Supplier Portal Cloud Service- Hosted Employee

Applicable Part # B86844

Users of the Oracle Fusion Supplier Portal Cloud Service are authorized to access the following module:

- Oracle Fusion Supplier Portal

Usage Limits: The Oracle Fusion Supplier Portal Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Employee)
Oracle will provision 2 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 Fusion Supplier Portal Cloud Service uses the storage provided under your Oracle Fusion Purchasing Cloud Service.

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 Fusion Supplier Qualification Management Cloud Service- Hosted Employee

Applicable Part # B86845

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

- Oracle Fusion Supplier Qualification Management
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Supplier Qualification Management Cloud Service is subject to

usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)

- Oracle will provision 2 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 metrics shall apply per Hosted Employee

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Employee	200,000	200	N/A

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 Fusion Sourcing Cloud Service- Hosted Employee

Applicable Part # B86846

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

- Oracle Fusion Sourcing
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Sourcing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Self Service Procurement Cloud Service- Hosted Employee

Applicable Part # B86848

Users of the Oracle Fusion Self Service Procurement Cloud Service are authorized to access the following module:

- Oracle Fusion Self Service Procurement

Usage Limits: The Oracle Fusion Self Service Procurement Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Oracle Warehouse Management Business Intelligence Cloud Service - Hosted 1,000 Warehouse Transactions

Applicable Part # B87751

Users of the Oracle Warehouse Management Business Intelligence Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits: Your use of the Oracle Warehouse Management Business Intelligence Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Warehouse Transactions as defined in Your order.
- Oracle will provision two (2) 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 Business Intelligence Cloud Service uses the storage provided under your Oracle Warehouse Management Enterprise Edition Cloud Service.

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 Warehouse Management Enterprise Edition Cloud Service - Hosted 1,000 Warehouse Transactions

Applicable Part # B87749

Users of the Oracle Warehouse Management Enterprise Edition Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Enterprise Edition Cloud Service

Usage Limits: Your use of the The Oracle Warehouse Management Enterprise Edition Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Warehouse Transactions as defined in Your order.
- You will receive one (1) Hosted Named User for every 1,000 Hosted Warehouse Transactions licensed.
- Oracle will provision two (2) 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 (MB)	Bandwidth
Hosted 1,000 Warehouse Transactions	250,000	N/A	N/A

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*, which may be viewed at www.oracle.com/contracts.

Oracle Warehouse Workforce Management Cloud Service - Hosted 1,000 Warehouse Transactions

Applicable Part # B87750

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 1,000 Warehouse Transactions as defined in Your order.
- Oracle will provision two (2) 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*, which may be viewed at www.oracle.com/contracts.

Oracle Transportation Cooperative Routing Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78952

Users of the Oracle Transportation Cooperative Routing Cloud Service are authorized to access the following module:

- Oracle Transportation Cooperative Routing Cloud Service

Usage Limits: The Oracle Transportation Cooperative Routing Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (one for Production and a stage environment for Non-Production use).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Transportation Cooperative Routing 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Freight Payment, Billing and Claims Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78953

Users of the Oracle Freight Payment, Billing and Claims Cloud Service are authorized to access the following module:

- Oracle Freight Payment, Billing and Claims Cloud Service

Usage Limits: The Oracle Freight Payment, Billing and Claims Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management)
- Oracle will provision 2 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 Freight Payment, Billing and Claims 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Transportation Intelligence Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78954

Users of the Oracle Transportation Intelligence Cloud Service are authorized to access the following module:

- Oracle Transportation Intelligence Cloud Service

Usage Limits: The Oracle Transportation Intelligence Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 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 Intelligence 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Logistics Inventory Visibility Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78955

Users of the Oracle Logistics Inventory Visibility Cloud Service are authorized to access the following module:

- Oracle Logistics Inventory Visibility Cloud Service

Usage Limits: The Oracle Logistics Inventory Visibility Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 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 Logistics Inventory Visibility Cloud Service uses

Option: Oracle Forwarding and Brokerage Operations Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78956

Users of the Oracle Forwarding and Brokerage Operations Cloud Service are authorized to access the following module:

- Oracle Forwarding and Brokerage Operations Cloud Service

Usage Limits: The Oracle Forwarding and Brokerage Operations Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 environments 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 Forwarding and Brokerage Operations 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, which may be viewed at www.oracle.com/contracts.

Oracle Transportation Sourcing Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78957

Users of the Oracle Transportation Sourcing Cloud Service are authorized to access the following module:

- Oracle Transportation Sourcing Cloud Service

Usage Limits: The Oracle Transportation Sourcing Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 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 Transportation Sourcing 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, which may be viewed at www.oracle.com/contracts.

Oracle Transportation Management Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78950

Users of the Oracle Transportation Management Cloud Service are authorized to access the following module:

- Oracle Transportation Management Cloud Service

Usage Limits: The Oracle Transportation Management Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management)
- Oracle will provision 2 instances per deployment (Production and Non-Production)
- Additional instances may be purchased subject to additional fees
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M Freight Under Management	60,000	N/A	N/A

Record count is based on the total number of Order Base Lines, Order Base Ship Units, Order Release Lines, Shipment Stops, Invoice Lines, Tracking Events, and Claim Lines stored in the database.

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 Transportation Operational Planning Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78951

Users of the Oracle Transportation Operational Planning Cloud Service are authorized to access the following 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, which may be viewed at www.oracle.com/contracts.

module:

- Oracle Transportation Operational Planning Cloud Service

Usage Limits: The Oracle Transportation Operational Planning Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Trade Compliance Cloud Service- Hosted $M in Revenue

Applicable Part # B78962

Users of the Oracle Trade Compliance Cloud Service are authorized to access the following module:

- Oracle Trade Compliance Cloud Service

Usage Limits: The Oracle Trade Compliance Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue).
- Oracle will provision 2 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 Trade Compliance Cloud Service uses the storage provided under your Oracle 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Global Trade Intelligence Cloud Service- Hosted $M in Revenue

Applicable Part # B78963

Users of the Global Trade Intelligence Cloud Service are authorized to access the following module:

- Oracle Global Trade Intelligence Cloud Service

Usage Limits: The Oracle Global Trade Intelligence Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue)
- Oracle will provision 2 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 Global Trade Intelligence Cloud Service uses the storage provided under your Oracle 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, which may be viewed at www.oracle.com/contracts.

Option: Oracle Customs Management Cloud Service- Hosted $M in Revenue

Applicable Part # B78964

Users of the Oracle Customs Management Cloud Service are authorized to access the following module:

- Oracle Customs Management Cloud Service

Usage Limits: The Oracle Customs Management Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue)
- Oracle will provision 2 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 Customs Management Cloud Service uses the storage provided under your Oracle 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, which may be viewed at www.oracle.com/contracts.

Oracle Global Trade Management Cloud Service – Hosted $M in Revenue

Applicable Part # B78961

Users of the Oracle Global Trade Management Cloud Service are authorized to access the following module:

- Oracle Global Trade Management Cloud Service

Usage Limits: The Oracle Global Trade Management Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).

- Additional instances may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M in Revenue	5,000	N/A	N/A

Record count is based on the total number of GTM Parties and GTM Transaction Lines stored in the database.

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 Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service

Applicable Part # B84598

Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Transportation and Global Trade Management

- Security Cloud Service defined above is subject to usage limits based on:
- Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- 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 for Retail Services Cloud Service – Each

Part #: B84481

This service is available in the United States only.

The Oracle Fusion for Retail Services Cloud Service is designed to help customers in the retail services industry meet their business, security, and control requirements. Oracle Fusion for Retail Services Cloud Service provides an update cadence to help minimize any disruptions to Oracle retail customers'

environments. The Oracle Fusion for Retail Services Cloud Service is operated from Oracle's North America Data Center region. This service includes Transparent Data Encryption.

For the purposes of this Cloud Service the following shall apply notwithstanding anything to the contrary in the applicable Oracle policies and practices: scheduled quarterly maintenance to commence on Saturday at 21:00 CDT/CST for production environments.

Usage Limits

The Oracle Fusion for Retail Services Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User or Hosted Full Time 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 test environment for non-production use. Additional environments and/or storages may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion for Retail Services Cloud Service uses the storage provided under Your Fusion CRM/ERP/HCM 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 for Retail Services Cloud Service

Applicable SKU: B84481

Available in United States Only

The Oracle Fusion for Retail Services Cloud Service is designed to help customers in the retail services industry meet their business, security, and control requirements. Oracle Fusion for Retail Services Cloud Service provides an update cadence to help minimize any disruptions to Oracle retail customers' environments. The Oracle Fusion for Retail Services Cloud Service is operated from Oracle's North America Data Center region. This service includes Transparent Data Encryption

For the purposes of this Cloud Service the following shall apply notwithstanding anything to the contrary in the applicable Oracle policies and practices:

- Scheduled quarterly maintenance to commence on Saturday at 21:00 CDT/CST for production environments

Usage Limits:

The Oracle Fusion for Retail Services Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User or Hosted Full Time Employee) as defined in your order
- Oracle will provision 2 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 and/or storages may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion for Retail Services Cloud Service uses the storage provided under your Fusion CRM/ERP/HCM 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 Internet of Things Asset Monitoring Cloud Service – Hosted Employee

Part # B91258

Users of the Oracle Internet of Things Asset Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Asset Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Asset Monitoring Cloud Service

NOTE: The total number of users with IoTAMAdministrator role[1] must not exceed the number of Hosted Employee licenses. Each user with IoTAMAdministrator role entitles creation and monitoring of up to 200 assets per month.

There are no limits on the number of users with roles[1] other than IoTAMAdministrator. Users with roles other than IoTAMAdministrator are not entitled for creation of additional assets.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-asset-cloud/iotaa/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Asset Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Asset Monitoring Cloud Service including managing and maintaining Your instance and its availability

- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Asset Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Asset Monitoring Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Asset Monitoring Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Production Monitoring Cloud Service – Hosted Employee

Part # B91259

Users of the Oracle Internet of Things Production Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time visibility into status of production processes
- Identification of production anomalies and machine faults
- Identification and analysis of production KPI such as utilization, idle time, down time, etc.
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Production Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling

- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Production Monitoring Cloud Service

NOTE: The total number of users with IoTPMAdministrator role[1] must not exceed the number of Hosted Employee licenses. Each user with IoTPMAdministrator role entitles creation and monitoring of up to 200 machines per month.

There are no limits on the number of users with roles[1] other than IoTPMAdministrator. Users with roles other than IoTPMAdministrator are not entitled for creation of additional machines.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-production-cloud/iotpm/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Production Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Production Monitoring Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Production Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Production Monitoring Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Production Monitoring Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Fleet Monitoring Cloud Service

Part # B91260

Users of the Oracle Internet of Things Fleet Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time location tracking of vehicles
- Trip status monitoring and vehicle condition monitoring
- Driver behavior tracking
- Incident creation and management for faults detected
- Oracle Internet of Things Cloud Service – Enterprise and other platform dependencies for the purpose of running Oracle Internet of Things Fleet Monitoring Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Fleet Monitoring Cloud Service

NOTE: The total number of users with Fleet Manager role[1] must not exceed the number of Hosted Employee licenses. Each user with Fleet Manager of Oracle Internet of Things Fleet Monitoring Cloud Service entitles only one of the following

- The number of vehicles in the fleet managed by Oracle IoT Fleet Management shall not exceed the number of hosted employee licenses
- OR The Hosted $M in Freight Under Management[2] will not exceed 0.5 per year per user with Fleet Manager role

There are no limits on the number of users with roles[1] other than Fleet Manager role. Users with roles other than Fleet Manager do not provide additional entitlements.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-fleet-cloud/iotfm/get-know-oracle-iot-fleet-monitoring-cloud-service.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Fleet Monitoring Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Fleet Monitoring Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Fleet Monitoring Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Fleet Monitoring Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Fleet Monitoring Cloud Service

2. Hosted $M in Freight Under Management (FUM) is defined as one million 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 IoT Fleet Monitoring 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 freight terms of prepaid).

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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 SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Connected Worker Cloud Service – Hosted Employee

Part # B91261

Users of the Oracle Internet of Things Connected Worker Cloud Service are authorized to access the following modules and features:

- Real-time visibility into worker health and safety
- Worksites monitoring and hazards monitoring
- Time and labor tracking automation
- Incident creation and management for accidents and issues detected
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle Internet of Things Connected Worker Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability, and a single development environment without high availability of Oracle Internet of Things Connected Worker Cloud Service

NOTE: The total number of users with Project Manager and Supervisor roles[1] must not exceed the number of Hosted Employee licenses.

There are no limits on the number of users with Worker role[1]. Users with Worker role do not provide any additional entitlements.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-worker-cloud/iotcw/get-know-oracle-iot-connected-worker-cloud-service.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Connected Worker Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle Internet of Things Connected Worker Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Connected Worker Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things Connected Worker Cloud Service
- 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
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials 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 login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Internet of Things Connected Worker Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service 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, which may be viewed at www.oracle.com/contracts) 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*, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Subscription Management for ERP Cloud Service – 1,000 Subscriptions

Applicable Part # B90670

Users of the Oracle Fusion Subscription Management for ERP 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 for ERP Cloud Service is subject to usage limits based upon:

- A maximum number of Subscriptions as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million 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 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 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.

Your Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 Fusion Subscription Management for ERP Cloud Service – 1,000 in ARR

Applicable Part # B90671

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

- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits: The Oracle Subscription Management for ERP Cloud Service is subject to usage limits based upon:

- A maximum amount of ARR as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million 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 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 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.

Your Content, that is stored by this Cloud Service in the Oracle Fusion Cloud Service database, is Oracle Break Glass Cloud Service Coverage Eligible (as defined in the Service Description of the Oracle Database Vault and Break Glass for 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 CPQ for ERP Cloud Service - Hosted Named User

Applicable Part # B86245

Users of the Oracle CPQ for ERP Cloud Service are authorized to access the following module:

- CPQ Reporting Cloud Service
- CPQ Data Export Cloud Service
- CPQ Transaction XML Export Report Cloud Service
- CPQ File Storage Cloud Service – 100GB
- CPQ Database Encryption Cloud Service
- CPQ Multisource Document Creation Cloud Service
- CPQ Shared Test Environment Cloud Service

Usage Limits: The Oracle Oracle CPQ for ERP Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 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 Fusion Digital Customer Service Cloud Service– 100 Daily Visitor Sessions

Applicable Part # B87853

Oracle Fusion Digital Customer Service Cloud provides access to the following module or function:

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

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

- A maximum number of Daily Visitor Sessions per month (starting on the first day of the term as defined in your order)
- Digital Customer Service (DCS) is intended to serve end-customers, and the Daily Visitor Session metric is intended to capture that value. Implementation and use patterns that fall outside of this scope may be disallowed. The Customer will not target a DCS application to users other than their end-customers. The Customer will not attempt to circumvent Daily Visitor Session metering via work-arounds (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 that is not representative of an end-customer interaction (for example, an integration script for data syncing) does not require the consumption of Daily Visitor Sessions.
- DCS relies on Visual Builder and Oracle Fusion Sales and 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.
- Oracle will provision 2 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 additional Sales and Service environments are purchased, the same quantity of Oracle Fusion Digital Cloud Service environments will be provisioned so they map 1:1.

Usage Limits: Visual Builder**:**

- 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 Daily Visitor Sessions. Specifically, access to Visual Builder is included, with an included allocation of a Visual Builder instance. Use of Visual Builder is not required - an implementing company can create a custom portal by accessing the Sales and Service APIs directly.
- Daily Visitor Sessions do not include an entitlement to: create Visual Builder applications targeted to employees or staff, create Visual Builder applications that have no end-customer support application interactions, or run Visual Builder applications that consume more than the allotted storage, compute, or bandwidth (if exceeding your contracted limits, we reserve the right to disable the service or collect for overage).
- Oracle will provision 2 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 additional Sales and Service environments are purchased, the same quantity of Oracle Visual Builder environments will be provisioned so they map 1:1.

Customer Responsibilities: If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for implementing, enabling and configuring all controls applicable to Your organization's HIPAA related requirements, as this service has not be assessed by a third party entity against HIPAA controls.

Usage Compliance: Oracle will meter compliance usage limits based on:

- Oracle will validate compliance through the usage of Daily Visitor Sessions for all interactions through Digital Customer Service, Visual Builder and Oracle Sales and 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.

Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise – Hosted Named User

Applicable SKUs: B92151

Users of the Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise are authorized to access the following modules and features:

- Intelligent Routing and Queue Management
- Engagement History
- Engagement Reports and Insights
- Transparent Data Encryption

Usage Limits: The Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User	20 MB per month	40 MB per month	40 MB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User	1000 per month	1000 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for Sales and Service Cloud Service, Enterprise	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:
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 Live Experience for Fusion Sales and Service Cloud Service – Premium – Hosted Named User

Applicable SKUs: B92152

Users of the Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium are authorized to access all the modules and features included in Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- Transparent Data Encryption

Usage Limits: The Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User	20 MB per month	0.52 TB per month	.0.8 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User	1000 per month	1000 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for Fusion Sales and Service Cloud Service, Premium	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:
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 Digital Collaboration Cloud Service — Pooled Named User

Applicable SKUs: B96465

Users of the Oracle Fusion Digital Collaboration Cloud Service are authorized to access all the modules and features included in Oracle Fusion Digital Collaboration Cloud Service with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- Transparent Data Encryption

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

- A maximum number of Authorized Users (Pooled Named Users), as defined in Your order.

- The following storage limits:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Pooled Named User	20 MB per month	0.52 TB per month	.0.8 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Pooled Named User	400,000 API calls per day	400,000 API calls per day	400,000 API calls per day	10,000 API calls per day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Pooled Named User	1000 per month	1000 per month

Oracle Cloud Policies and Pillar Documentation:
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 50GB File Storage for Live Experience Cloud Service

Applicable SKUs: B92177

Additional 50GB File Storage Cloud Service is an option specifically for Oracle Live Experience for Fusion Sales and Service Cloud Service Premium users when file storage space is consumed at the operating system level for media capture and analytics including recording files, transcriptions, and other captured assets, across any possible media types including, but not limited to voice, video, screen sharing recordings. If users of Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium leverage any of the modules involving such media capture and analytics these users would need to order sufficient quantity of 50 Gigabyte per month allocations ahead of their storage consumption.

Users of Oracle Additional 50 GB File Storage Cloud Service are authorized to access the following:

- Additional 50 GB File Storage

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 Dynamic Skills Cloud Service – Hosted Employee

Applicable Part # B94353

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

- Oracle Fusion Dynamic Skills
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Dynamic Skills Cloud Service is subject to usage limits based on:

- Maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 Customer Experience for Utilities – Fusion Sales Cloud Service – Hosted Named User

Applicable Part # B95374

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 App & Offline Platform, Sales Coach & Assessments, Sales Forecast Management, Sales Analytics, Asset Management
- Sales Performance Management, Territory Management, Incentive Compensation, Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management, Customer Hub, Accounts, Contacts, Households, Data Quality

- Partner Relationship Management for Channel Managers
- Service Request Management, Knowledge Management
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform
- 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 upon:

- 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 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 both may be viewed at www.oracle.com/contracts.

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

Applicable Part # B92716

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

Oracle Customer Experience for Communications - Fusion Care Cloud Service, including:

- Service Request Management

- Knowledge Management
- Service Request Queue Management
- Email Management for Service
- Omni Channel Routing
- Service Entitlement and SLA Milestones
- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
    - Data Quality (50,000 records/customer)
- Transparent Data Encryption

Usage Limits: Oracle Customer Experience for Communications - Fusion Care Cloud Service – 100K Subscribers is subject to usage limits based upon:

- A maximum number of 100K Subscribers as set forth in Your order.
- Limited use of Oracle Fusion Sales and Service Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Sales and Service Cloud Service for other lines of business that are not identified in Your order requires additional licenses.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Care Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Care Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Care Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 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 both may be viewed at www.oracle.com/contracts.

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

Applicable Part # B92717

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

Oracle Fusion Customer Experience for Communications Care Fusion Cloud Service, including:

- Service Request Management
- Knowledge Management
- Service Request Queue Management
- Email Management for Service
- Omni Channel Routing
- Service Entitlement and SLA Milestones

- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
    - Data Quality (50,000 records/customer)
- Transparent Data Encryption

Usage Limits: Oracle Customer Experience for Communications - Fusion Care Cloud Service - 50M Revenue Under Management is subject to usage limits based upon:

- A maximum amount of 50M Revenue Under Management as set forth in Your order
- Limited use of Oracle Fusion Sales and Service Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Sales and Service Cloud Service for other lines of business that are not identified in Your order requires additional licenses.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Care Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Care Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Care Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 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 both may be viewed at www.oracle.com/contracts.

Oracle Customer Experience for Communications – Buying Cloud Service – 100K Individual Subscribers

Applicable Part # B92811

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

- Oracle Customer Experience for Communications Buying Cloud Service

Usage Limits: Oracle Customer Experience for Communications Buying Cloud Service – 100K Individual Subscribers is subject to usage limits based upon:

- A maximum number of 100K Individual Subscribers as set forth in Your order.
- Oracle will provision 2 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 both may be viewed at www.oracle.com/contracts.

Oracle Customer Experience for Communications – Buying Cloud Service – $50M Revenue Under Management

Applicable Part # B92812

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

- Oracle Customer Experience for Communications Buying Cloud Service

Usage Limits: Oracle Customer Experience for Communications Buying Cloud Service - $50M Revenue Under Management is subject to usage limits based upon:

- A maximum number of $50M Revenue Under Management as set forth in Your order.
- Oracle will provision 2 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 both may be viewed at www.oracle.com/contracts.

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

Applicable Part # B93287

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

An Additional Test Environment for Oracle Customer Experience for Communications – Buying Cloud Service provides for the hosting and maintenance of an additional Test Environment, 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 twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Services 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 Oracle SaaS at Customer Cloud Service-Data Center Service Descriptions @ Your data Center

Applicable Part Numbers:

Part Number	Description
B87889	Oracle SaaS at Customer Cloud Service
B88369	Oracle SaaS at Customer Cloud Service Disconnected
B88368	Disaster Recovery for Oracle SaaS at Customer Cloud Service

Oracle SaaS at Customer enables Fusion Cloud Services and Enterprise Performance Management (EPM) to be deployed and consumed within Your datacenter. Oracle will supply the Oracle hardware and software required for the Fusion and EPM Cloud Service.

Unless otherwise noted in this section, the remainder of this service description applies only when the Oracle SaaS at Customer Cloud Service is delivered at Your datacenter.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle SaaS at Customer Cloud Service.

The Oracle SaaS at Customer Cloud Service is offered in two modes under which Oracle manages the Fusion and EPM Cloud Service as listed below:

1. ***Connected Mode of Operation***

Part number B87889 (if specified in Your order) is for Connected Mode of Operation. In this mode, Oracle remotely manages your Fusion and EPM Cloud Service deployment using bidirectional Internet connectivity over a secure virtual private network. Oracle provides a secure gateway to establish this bidirectional virtual private network.

Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Note that the part number B88368 (Oracle Disaster Recovery for SaaS at Customer Cloud Service) will be included in an order for this service if You opt for disaster recovery. The presence of this part number in Your order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion and EPM SaaS and manage such service at a Disaster Recover location designated by you.

2. ***Disconnected Mode of Operation***

Part number B88369 (if specified in Your order) in Your order is for Oracle SaaS at Customer Disconnected Cloud Service. In this mode, Oracle staff manages Your Fusion deployment without any need for an Internet connection between the deployment site and Oracle. Oracle staff will perform service management of your network from your premises.

Oracle staff performing the service management shall be located in the same country where your Fusion and EPM Cloud Service is deployed.

Note that the part number B88368 (Oracle Disaster Recovery for SaaS at Customer Cloud Service) is included in an order for this service if You opt for disaster recovery. The presence of this part number in the order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion and EPM SaaS and manage such service at a Disaster Recover location designated by You.

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 Data and Device Retention for SaaS at Customer Cloud Service

Applicable Part Numbers

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

Description of Services. 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 (a) remove the malfunctioning hardware and (b) then install the replacement hardware and leave the Retained Hardware with Your designated point of contact; and
- 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:

Your 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:
    i. disk drives, which is defined as a spinning media device that stores data accessed by the server, storage array, or tape system;
    ii. flash cache, which is defined as any device having the ability to store information on a solid-state media that is re-writable; and
    iii. 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) / 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 (i) the Retained Hardware has been given to Your designated point of contact because of a replacement part or (ii) 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 Services 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 Services 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

Applicable Part #: B92531, B92352

Part Number	Description	Add-On for Part Numbers
B92531	Oracle Financial Controls Compliance 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
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

Description of Services. 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:

- Oracle SaaS at Customer Cloud Service (Connected) Part B87889 or
- 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

Your 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.

Specific Description of Services

Oracle Financial Controls Compliance Reporting for SaaS at Customer and SaaS for Dedicated Region Cloud@Customer--Each

Part Number 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 Number 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

Applicable Part # B92737

Description of Services. 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 Or
- 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

Your 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 3 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

- 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 Strategic Workforce Planning Cloud Service-Hosted Employee

Applicable Part #: B89574

Users of the Oracle Strategic Workforce Planning Cloud Service are authorized to access the following module or functionality:

- Oracle Strategic Workforce Planning Cloud Service

Usage Limits: The Oracle Strategic Workforce Planning Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 per environment for the Oracle Strategic Workforce Planning Cloud service cannot exceed 150GB

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 Cloud Service does not scan uploaded files for viruses.

Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service

Applicable Part # B89575

Oracle Additional Environments for Oracle Strategic Workforce Planning 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 Oracle Strategic Workforce Planning Cloud Service is the same as the associated Oracle Strategic Workforce Planning Cloud Service Environments. Additional licensed options and or modules that have been purchased for the associated Oracle Strategic Workforce Planning Cloud Service also apply to Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service. Each Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Strategic Workforce Planning Cloud Service. Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service will automatically terminate at the end of the Services Period.

Usage Limits: The Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service defined above is subject to usage limits based upon:

- 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 Sales Planning Cloud Service for Sales and Service Cloud - Hosted Named User

Applicable Part #: B90523

Users of the Oracle Sales Planning Cloud Service for Sales and Service Cloud are authorized to access the following module or functionality:

- Oracle Sales Planning Cloud Service

Usage Limits: The Oracle Sales Planning Cloud Service for Sales and Service Cloud is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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 per environment for the Oracle Sales Planning Cloud Service for Sales and Service Cloud cannot exceed 150GB .

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 Cloud Service does not scan uploaded files for viruses.

Oracle Sales Planning Cloud Service - Hosted Named User

Applicable Part #: B90524

Users of the Oracle Sales Planning Cloud Service are authorized to access the following module or functionality:

- Oracle Sales Planning Cloud Service

Usage Limits: The Oracle Sales Planning Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 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 per environment for the Oracle Sales Planning Cloud Service service cannot exceed 150GB

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 Sales Planning Cloud Service - Test Environment

Applicable Part #: B90525

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 twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Services 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 Additional Environments for Oracle Sales Planning Cloud Service – Hosted Environment

Applicable Part # B90526

Oracle Additional Environments for Oracle Sales Planning 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 Oracle Sales Planning Cloud Service is the same as the associated Oracle Sales Planning Cloud Service Environments. Additional licensed options and or modules that have been purchased for the associated Oracle Sales Planning Cloud Service also apply to Oracle Additional Environments for Oracle Sales Planning Cloud Service. Each Oracle Additional Environments for Oracle Sales Planning Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Sales Planning Cloud Service. Oracle Additional Environments for Oracle Sales Planning Cloud Service will automatically terminate at the end of the Services Period.

Usage Limits: The Oracle Additional Environments for Oracle Sales Planning Cloud Service defined above is subject to usage limits based upon:

- 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 Virtual Private Network Cloud Service-VPN Connection

Applicable Part # B84489

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections 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.

Virtual Private Network for Oracle Transportation and Global Trade Management Cloud Service - VPN Connection

Applicable Part # B78960

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

Usage Limits: The Virtual Private Network for Oracle Transportation and Global Trade Management Cloud
Service is subject to usage limits based upon:

- A maximum number of VPN Connections 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.

Virtual Private Network for Warehouse Management Cloud Service – VPN Connection

Applicable Part # B87753

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

Usage Limits: Your use of the Virtual Private Network for Warehouse Management Cloud Service is subject to usage limits based upon:

- A maximum number of VPN Connections 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 Virtual Private Network for Oracle Intelligent Advisor Cloud Service

Applicable SKUs: B96475

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and your firewall.

Usage Limits: The Oracle Virtual Private Network for Intelligent Advisor Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections 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.

Virtual Private Network Setup Fee for Oracle Transportation and Global Trade Management Cloud Service - VPN Connection

Applicable Part # B78986

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Oracle Transportation and Global Trade Management Cloud Service. For the Per Customer Set Up Fee, Oracle will setup and configure the software based VPN between Your facilities and this Oracle 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 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.

Virtual Private Network Setup for Warehouse Management Cloud Service – VPN Connection

Applicable Part # B87748

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Warehouse Management Cloud Service. For the Per Customer Set Up Fee, Oracle will setup and configure the software based VPN between Your facilities and this Oracle 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 Virtual Private Network Setup Fee Cloud Service-VPN Connection

Applicable Part # B70817

This is a per vpn-tunnel fee related to Oracle Virtual Private Network Cloud Service to setup and configure the software based VPN solution between Your facilities and Oracle facilities.

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 DataFox Supplier Intelligence Cloud Service - Hosted Named User

Applicable Part # B93450

Users of Oracle DataFox Supplier Intelligence Cloud Service - Hosted Named User are authorized to access the following module and features:

- Oracle DataFox Supplier Intelligence Cloud Service

Usage Limits: The Oracle DataFox Supplier Intelligence Cloud Service – Hosted Named User is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Named User) 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

Oracle DataFox Supplier Intelligence Cloud Service - Hosted Employee

Applicable Part # B93451

Users of Oracle DataFox Supplier Intelligence Cloud Service - Hosted Employee are authorized to access the following module and features:

- Oracle DataFox Supplier Intelligence Cloud Service

Usage Limits: The Oracle DataFox Supplier Intelligence Cloud Service – Hosted Employee is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Employee) 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

Oracle Content Management for SaaS

Oracle Content and Experience Cloud	Part #	Metric
Oracle Content Management for SaaS	B91221	5000 Assets Per Month
Oracle Content Management for SaaS – Outbound Data Transfer	B91222	Gigabyte Outbound Data Transfer Per Month
Oracle Content Management for SaaS - Object Storage	B92353	Gigabyte Storage Capacity Per Month
Oracle Content Management for SaaS – Sales Accelerator – Hosted Named User	B94991	Hosted Named User
Oracle Content Management for SaaS – Starter Edition	B93582	5000 Assets Per Month
Oracle Content Management for SaaS –Video Creation Platform	B95432	Video Pack (500 Videos - 500 GB) Per Month
Oracle Content Management for SaaS – Advanced Hosting	B96476	Instance

Description

Oracle Content Management for SaaS is a cloud-based content hub to drive omni-channel content management and accelerate experience delivery. Collaboration and workflow management capabilities streamline the creation and delivery of content and improve customer and employee engagement.

Metrics

5,000 ASSETS PER MONTH: is defined as 5,000 Assets Per Month, where one (1) asset is one (1) item of any type (published or not published) stored in the Oracle Content Management asset repository. An asset stored in the asset repository can be either a file based asset (e.g., a document, an image, a video) or a content item and a content item is a block of information created using a content type. Every twenty (20) files of any type stored in the Oracle Content Management documents file repository counts as one (1) asset; Every one hundred (100) files of any type stored in an Oracle Content Management business asset repository counts as one (1) asset; and every two hundred (200) files of any type that has been archived counts as one (1) asset..

If the number total number of assets utilized during a month exceeds the number of assets that are entitled per 5,000 Assets Per Month an additional 5,000 Assets Per Month will be charged.

Only the current top level revision of any given file or asset is counted toward the assets counts.

If an Oracle Content Management instance has been provisioned and designated as a non-primary instance, only a single quantity of 5,000 Assets Per Month will be charged regardless of the total number of assets being replicated. A non-primary instance can be used for Development, Staging, QA or Disaster Recovery.

250 VIDEO ASSETS PER MONTH: is defined as 250 Video Assets per Month, where one (1) video asset is one (1) video file (published or not published) stored in an Oracle Content and Experience asset repository or twenty (20) advanced videos stored in an Oracle Management video project repository.

If the number total number of video assets utilized during a month exceeds the number of video assets that are entitled per 250 Video Assets per Month, an additional 250 Video Assets per Month will be charged. Only the current top level revision of any given video asset is counted toward the video assets counts.

VIDEO PACK (500 VIDEOS - 500 GB) PER MONTH: is defined as up to 500 videos consuming up to 500gb of storage per month.

GIGABYTE OUTBOUND DATA TRANSFER PER MONTH: is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

GB STORAGE CAPACITY PER MONTH: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the Service.

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

Oracle Content Management for SaaS – 5000 Assets Per Month

Applicable Part # B91221

- Users of Oracle Content Management for SaaS have access to Oracle Content Management with the following usage limits: Each 5000 Assets Per Month includes 5 Terabytes of Oracle Content Management for SaaS Object Storage.
- Each instance of Oracle Content Management for SaaS includes 10,000 Gigabytes per month of Oracle Content Management for SaaS Outbound Data

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Content Management for SaaS – Gigabyte Outbound Data Transfer Per Month

Applicable Part # B91222

Usage limits:

- Outbound Data Transfer per Month. This is defined as the quantity during month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.
- For purposes of Oracle Content Management for SaaS -Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data Transfer directly from the Oracle Cloud Service including downloads by You or transfers over the internet.

Customer Responsibilities
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Content Management for SaaS – Object Storage – Gigabyte Storage Capacity Per Month

Applicable Part # B92353

Usage limits:
A maximum Gigabyte Storage Capacity Per Month as set forth in Your order. For the purposes of the Oracle Content Management for SaaS – Object Storage, usage data is collected at one-hour intervals and multiplied by the hourly storage rate and then added up at the end of each calendar month.

Customer Responsibilities
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.
This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement. You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Content Management for SaaS – Video Creation Platform - Video Pack (500 Videos - 500 GB) Per Month

Applicable Part # B95432

Users of Oracle Content Management – Video Creation Platform have access to Oracle Content Management – Video Creation Platform application with the following usage limits: Each Video Pack provides capacity for managing up to 500 videos per month consuming 500GB of Storage.

Usage limits:

A maximum of multiples of Video Pack (500 Videos - 500 GB) Per Month as set forth in Your order.

Customer Responsibilities:

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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/IaaS Public Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Content Management for SaaS – Advanced Hosting - Instance

Applicable Part # B96476

Oracle Content Management for SaaS -Advanced Hosting enables additional capabilities for Your Oracle Content Management for SaaS Cloud Service. Such capabilities are more specifically described in the program documentation for this service.

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to

disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Content Management for SaaS – Sales Accelerator – Hosted Named User

Applicable Part # B94991

Users of Oracle Content Management for SaaS – Sales Accelerator are authorized to access the Oracle Content Management for SaaS – Sales Accelerator Application.

Usage limits:

A maximum number of Authorized Users (Hosted Named User) as set forth in Your order.

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including

accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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/IaaS Public Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Content Management for SaaS – Starter Edition - 5000 Assets Per Month

Applicable Part # B93582

Users of Oracle Content Management for SaaS - Starter Edition have access to Oracle Content Management Cloud Service for SaaS – Starter Edition. Users of Oracle Content Management for SaaS – Starter Edition do not have access to all product functionality that is available in the full version of Content Management for SaaS. Key restrictions of Oracle Content Management for SaaS – Starter Edition are: (a) a limit of one (1) asset repository and (b) no documents file repository support. The complete list of Oracle Content Management for SaaS – Starter Edition functionality that is available for use is detailed in the product documentation.

Usage Limits
A maximum number of 5,000 Assets per Month as defined in your order.
For each 5,000 Assets per Month, You will be entitled to 100GB per month of Outbound Data Transfer and 100GB of Object Storage. Such storage may only be used in connection with Oracle Content Management for SaaS—Starter Edition.

Customer Responsibilities
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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 Content Management for SaaS – Video Creation Platform - 500 Video Assets Per Month

Applicable Part # B95376

Users of Oracle Content Management for SaaS – Video Creation Platform have access to Oracle Content Management for SaaS – Video Creation Platform.

Usage limits:
A maximum of multiples of 500 Video Assets Per Month as set forth in Your order.
For each 500 Video Assets per Month, You will be entitled to 500GB per month of Object Storage. Such storage may only be used in connection with Oracle Content Management for SaaS—Video Creation Platform.

Customer Responsibilities:
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content Management interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle 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/IaaS Public Cloud Services Pillar Document, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Payroll Connect Cloud Service – Hosted Employee

Applicable Part # B94174

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

- Oracle Fusion Payroll Connect

The Oracle Fusion Payroll Connect Cloud Service is limited to processing payroll for Your employees in locations specified on Your order. You may not access or use the Oracle Fusion Payroll Connect Cloud Service to process payroll for Your employees 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 Connect 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 Connect Cloud Service does not support or accommodate any specific local payroll related laws or regulations.

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

- Maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 5 person records for each Hosted Employee 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 Payroll for Financials Cloud Service for United States – Hosted Employee

Applicable Part # B94413

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

- Oracle Fusion Payroll for Financials Cloud Service for United States

The Oracle Fusion Payroll for Financials Cloud Service is limited to processing payroll for Your employees in locations specified on Your order. You may not access or use the Oracle Fusion Payroll Connect Cloud Service to process payroll for Your employees 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 for Financials 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 for Financials Cloud Service does not support or accommodate any specific local payroll related laws or regulations.

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

- Maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 5 person records for each Hosted Employee 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 Payroll for Financials Cloud Service for United Kingdom – Hosted Employee

Applicable Part # B94414

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

- Oracle Fusion Payroll for Financials Cloud Service for United Kingdom

The Oracle Fusion Payroll for Financials Cloud Service for United Kingdom is limited to processing payroll for Your employees in locations specified on Your order. You may not access or use the Oracle

Fusion Payroll Connect Cloud Service for United Kingdom to process payroll for Your employees 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 for Financials Cloud Service for United Kingdom.

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 for Financials Cloud Service for United Kingdom does not support or accommodate any specific local payroll related laws or regulations.

Usage Limits: The Fusion Payroll for Financials Cloud Service for United Kingdom is subject to usage limits based on:

- Maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 5 person records for each Hosted Employee 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 Transportation and Global Trade Management Additional Storage Cloud Service - Hosted Fusion Month

Applicable Part # B78959

Oracle Transportation and Global Trade Management Additional Storage Cloud Service increases the per month total storage capacity under Your Cloud Services 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 Account Enrichment Additional Applications Cloud Service – Hosted Record

Applicable Part #s: B85217

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

- For each additional application purchased hereunder, You may use the D&B Contacts Hosted Records or D&B Company Records (but not both) in an additional one of the following Oracle Cloud application suites as set forth in Your order:
- 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
  - o Oracle Social Relationship Management Cloud suite, which includes capabilities such as SocialEngagement, Listening and Publishing
- Oracle Cloud BI Apps suite

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 Additional Storage — 1 Gigabyte Storage Capacity Per Year

Applicable Part # B94602

Oracle Commerce Additional Storage provides Oracle Commerce instances with additional data storage capacity. Data storage capacity is principally consumed by product catalog media assets and data created to support the operation of the customer's site including catalog text and metadata, order data and customer profile data.

Usage limits:
A maximum Gigabyte Storage Capacity Per Year as set forth in Your order. For the purposes of the Oracle Commerce, storage usage data is collected at daily intervals and multiplied by the hourly storage rate and then added up at the end of each calendar month.

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 Standard Map Cloud Service with Google Maps

Applicable Parts: B87739, B88504

Users of the Oracle Field Service Standard Map Cloud Service with Google Maps are authorized to access the following module(s):

- Oracle Field Service Google Maps Standard Cloud Service

- The following features are associated with this Oracle Cloud Service:
    - Address Geocoding using Google
    - Map Presentation using Google Map tiles
    - Satellite View – where available

Usage Limits: Oracle Field Service Standard Map Cloud Service with Google Maps is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) or Hosted Named Seat Months as defined in your order
- Maps not being used in any Prohibited Country defined by Google

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 Field Service Standard Map Cloud Service with Baidu Maps

Applicable Parts: B88850, B88851

Users of the Oracle Field Service Standard Map Cloud Service with Baidu Maps are authorized to access the following module(s):

- Oracle Field Service Baidu Maps Standard Cloud Service
- The following features are associated with this Oracle Cloud Service:
    - Address Geocoding using Baidu
    - Map Presentation using Baidu Map tiles
    - Satellite View – where available

Usage Limits: Oracle Field Service Standard Map Cloud Service with Baidu Maps is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) or Hosted Named Seat Months as defined in your order
- Refer to Baidu's website for a list of available countries.

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 Data Masking for Fusion Cloud Services - Each

Applicable Part # B85243

Oracle Data Masking for Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Fusion Data Masking
- Transparent Data Encryption

Usage Limits: The Oracle Data Masking for Fusion Cloud Services defined above is subject to usage limits based on:

- Oracle Data Masking for Fusion Cloud Services can only be applied to non-production environment(s). This includes standard Test environment and, if subscribed, Additional Test Environment(s). Oracle Data Masking for Fusion Cloud Services cannot be applied to production environment(s).
- No additional storage is provided. The Oracle Data Masking for Fusion Cloud Services uses the storage provided under Your existing 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 Payroll Cloud Service for Canada-Hosted Employee

Applicable Part # B86335

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for China-Hosted Employee

Applicable Part # B86337

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for India-Hosted Employee

Applicable Part # B95762

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted

Employee in the applicable country.

- Oracle will provision 2 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)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for Mexico – Hosted Employee

Applicable Part # B90216

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for the United States-Hosted Employee

Applicable Part # B86334

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for the United Kingdom-Hosted Employee

Applicable Part # B86336

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

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

- Transparent Data Encryption

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 Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Cloud Service for Gulf Cooperation Council (GCC) -Hosted Employee

Applicable Part # B90764

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

- Oracle Fusion Global 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)
- Transparent Data Encryption

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 Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Payroll Core Cloud Service – Hosted Employee

Applicable Part # B94175

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 employees in locations specified on Your order. You may not access or use the Oracle Fusion Payroll Core Cloud Service to process payroll for Your employees 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:

- Maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.
- Oracle will provision 2 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 5 person records for each Hosted Employee 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 Employee

Applicable Part #B94933

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:

- Maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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)	Bandwidth
Hosted Employee (1 Authorized User)	5	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 Public Sector Business Licenses Cloud Service – Hosted Named User

Applicable Part # B92534

Users of Oracle Fusion Public Sector Business Licenses Cloud Service have access to the following modules and features:

- Oracle Fusion Public Sector Business Licenses 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.
- Customer environments provisioned before April 5, 2024: 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 Permitting and Licensing process definitions, fee schedules, and legacy data migration.
- Customer environments provisioned on or after April 5, 2024: 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.
- Transparent Data Encryption

Usage Limits: Oracle Fusion Public Sector Business Licenses Cloud Service is subject to usage limits:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision 2 environments of this Oracle Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a staging environment for nonproduction 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 Business Licenses for Public Sector Community Development Cloud Service - Hosted Named User

Applicable Part # B92535

Users of Oracle Fusion Public Sector Business Licenses Cloud Service have access to the following modules and features:

- Oracle Fusion Public Sector Business Licenses 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.
- Customer environments provisioned before April 5, 2024: 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 Permitting and Licensing process definitions, fee schedules, and legacy data migration.
- Customer environments provisioned on or after April 5, 2024: 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.
- Transparent Data Encryption

Usage Limits: Oracle Fusion Public Sector Business Licenses Cloud Service is subject to usage limits:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision 2 environments of this Oracle Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a staging environment for nonproduction 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 Business Licenses for Public Sector Community Development for Fusion Suite – Hosted Named User

Applicable part # B108686

Users of Oracle Fusion Business Licenses for Public Sector Community Development for Fusion Suite Cloud Service have access to the following modules and features:

- 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 service automates the business license amendment and renewal process.
- Limited use of Oracle Autonomous Integration Cloud – Enterprise solely to implement process definitions and fee schedules, and to migrate legacy data and records for Oracle Fusion Business Licenses for Public Sector Community Development for Fusion Suite Cloud Service. A full and separate license is required to use Oracle Autonomous Integration Cloud functions not associated with Oracle Fusion Business Licenses for Public Sector Community Development for Fusion Suite Cloud Service process definitions or fee schedules, or legacy data migration.

Usage Limits:

Oracle Fusion Business Licenses for Public Sector Community Development 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 (2) 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 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 Fusion Public Sector Business Licenses for Fusion Suite Cloud Service - Hosted Named User

Applicable Part # B108687

Users of Oracle Fusion Public Sector Business Licenses for Fusion Suite Cloud Service have access to the following modules and features:

- 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 service automates the business license amendment and renewal process.
- Limited use of Oracle Autonomous Integration Cloud – Enterprise solely to implement process definitions and fee schedules, and to migrate legacy data and records for Oracle Fusion Public Sector Business Licenses for Fusion Suite Cloud Service. A full and separate license is required to use Oracle Autonomous Integration Cloud functions not associated with Oracle Fusion Public Sector Business Licenses for Fusion Suite Cloud Service process definitions or fee schedules, or legacy data migration.

Usage Limits:

Oracle Fusion Public Sector Business Licenses 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 (2) 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 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.

FIELD SERVICE

Oracle Field Service Core Manage Cloud Service

Applicable Parts: B79885, B88496

Users of the Oracle Field Service Core Manage Cloud Service are authorized to access the following module(s):

- Oracle Field Service Core Manage Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Suite configuration
  - Interactive viewing
  - Reporting
  - Activity status management
  - Inventory management
  - Work activity support
  - Teamwork support
  - Integrated mapping
  - Multi language support

Usage Limits: Oracle Field Service Core Manage Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- One (1) production instance with the first purchase of this Oracle Cloud Service
- Two (2) test environments with the first purchase of this Oracle Cloud Service
  - Test environments are limited to a maximum number of 250 Authorized Users with no more than 20 users concurrently accessing the system at any one time

Data Retention:
Activity, inventory and daily extract file data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from an activity completion date

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 Field Service Mobility Cloud Service

Applicable Parts: B79887, B88497

Users of the Oracle Field Service Mobility Cloud Service are authorized to access the following module(s):

- Oracle Field Service Mobility Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Dynamic user interface
  - Offline support

- Activity status management
- Inventory management
- Work activity support
- Integrated mapping
- Multi language support
- Signature capture

Usage Limits: Oracle Field Service Mobility Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months 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 Field Service Routing Cloud Service

Applicable Parts: B79889, B88498

Users of the Oracle Field Service Routing Cloud Service are authorized to access the following module(s):

- Oracle Field Service Routing Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Assignment Configuration
  - Configurable Run Intervals and Route Plans

Usage Limits: Oracle Field Service Routing Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months 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 Field Service Capacity Cloud Service

Applicable Parts: B79891, B88499

Users of the Oracle Field Service Capacity Cloud Service are authorized to access the following module(s):

- Oracle Field Service Capacity Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Capacity and Quota Management
  - Automatic or Manual Quota Closing

Usage Limits: Oracle Field Service Capacity Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months 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 Field Service Communication Cloud Service

Applicable Parts: B79893, B88500

Users of the Oracle Field Service Communication Cloud Service are authorized to access the following module(s):
- Oracle Field Service Communication Cloud Service

Usage Limits: Oracle Field Service Communication Cloud Service is subject to usage limits based upon:
- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months 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 Field Service Collaboration Cloud Service

Applicable Parts: B79895, B88501

Users of the Oracle Field Service Collaboration Cloud Service are authorized to access the following module(s):
- Oracle Field Service Collaboration Cloud Service
- The following features are associated with this Oracle Cloud Service:
  - Individual and Group Collaboration
  - Activity and Inventory Sharing and Reassignment
  - Resource Location
  - Truck Stock Inventory Exchange

Usage Limits: Oracle Field Service Collaboration Cloud Service is subject to usage limits based upon:
- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- Data Retention: Collaboration data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from the time the message was created.

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 Field Service Location Cloud Service

Applicable Parts: B79897, B88502

Users of the Oracle Field Service Location Cloud Service are authorized to access the following module(s):

- Oracle Field Service Location Cloud Service
- The following features are associated with this Oracle Cloud Service:
    - Individual and Group Collaboration
    - Resource Location Mapping
    - Resource and Activity Location
    - Historic GPS Location
    - Resource Proximity and Idle Time Alerts

Usage Limits: Oracle Field Service Location Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- Data Retention: Collaboration data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from the time the message was created.

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 Field Service Forecasting Cloud Service

Applicable Parts: B79899, B88503

Users of the Oracle Field Service Forecasting Cloud Service are authorized to access the following module(s):

- Oracle Field Service Forecasting Cloud Service
- The following features are associated with this Oracle Cloud Service:
    - Data Import/Export
    - Graphical and Tabular Viewing
    - Planning Mode Variation

Usage Limits: Oracle Field Service Forecasting Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months 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 Fusion Journeys Cloud Service – Hosted Employee

Applicable Part # B93556

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

- Oracle Fusion Journeys Cloud Service
- Transparent Data Encryption

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

- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 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 Journeys Cloud Service – Hosted Named User

Applicable Part # B93557

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

- Oracle Fusion Journeys Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Journeys 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 2 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 Maps Cloud Service for PeopleSoft – Hosted Employee

Part #: B85253

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for Peoplesoft. With this Cloud Service, licensed PeopleSoft products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in PeopleSoft products.

Usage Limits

- A maximum number of Authorized Users (Hosted Employee).
- PeopleSoft applications may deliver features that access the cloud service, but You may also customize.
- PeopleSoft application access to the service provided they comply with the following restrictions: Maps and other results of queries against the service may not be printed in commercial media (newspapers or magazines) or broadcast on television. The PeopleSoft application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering.

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 JD Edwards – Hosted Employee

Part #: B86800

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for JD Edwards. With this Cloud Service, licensed JD Edwards products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in JD Edwards products.

Usage Limits

- A maximum number of Authorized Users (Hosted Employee).
- JD Edwards applications may deliver features that access the cloud service, but You may also customize.
- JD Edwards application access to the service provided they comply with the following restrictions: Maps and other results of queries against the service may not be printed in commercial media (newspapers or magazines) or broadcast on television.
- The JD Edwards application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering.

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 JD Edwards – $M in Revenue

Part #: B86800

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for JD Edwards. With this Cloud Service, licensed JD Edwards products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in JD Edwards products.

Usage Limits

- A maximum number of $M in Revenue as set forth in Your order.
- JD Edwards applications may deliver features that access the cloud service, but You may also customize.
- JD Edwards application access to the service provided they comply with the following restrictions: Maps and other results of queries against the service may not be printed in commercial media (newspapers or magazines) or broadcast on television.
- The JD Edwards application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering.

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 PeopleSoft – $M in Revenue

Part #: B85254

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for Peoplesoft. With this Cloud Service, licensed PeopleSoft products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in PeopleSoft products.

Usage Limits

- A maximum number of $M in Revenue as set forth in Your order.
- PeopleSoft applications may deliver features that access the cloud service, but You may also customize.
- PeopleSoft application access to the service provided they comply with the following restrictions: Maps and other results of queries against the service may not be printed in commercial media (newspapers or magazines) or broadcast on television.

- The PeopleSoft application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering.

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 User

Applicable Parts: 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, nearby resources
- API access for the associated services

Usage Limits: Oracle Field Service Professional Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (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 ninety (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 = 5MB[1]
    - Maximum number of API requests per day[2] = 5,000,000
    - Maximum number of API requests per one (1) minute = 10,000
    - Maximum API traffic per day[2] = 20GB
    - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage[3] = 100GB

[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 days 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, which may be viewed at www.oracle.com/contracts

Oracle Field Service Professional Cloud Service – Hosted Named Seat Month

Applicable Parts: 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 upon:
- A maximum number of Authorized Users (Hosted Named Seat Months) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (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 ninety (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 = 5MB[1]
    - Maximum number of API requests per day[2] = 5,000,000
    - Maximum number of API requests per one (1) minute = 10,000
    - Maximum API traffic per day[2] = 20GB
    - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage[3] = 100GB

[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 days 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, which may be viewed at www.oracle.com/contracts

Oracle Field Service Enterprise Cloud Service – Hosted Named User

Applicable Parts: 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 upon:

- A maximum number of Authorized Users (Hosted Named Users) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (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 ninety (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 = 5MB[1]
    - Maximum number of API requests per day[2] = 5,000,000
    - Maximum number of API requests per one (1) minute = 10,000
    - Maximum API traffic per day[2] = 20GB
    - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage[3] = 500GB

[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 days 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, which may be viewed at www.oracle.com/contracts

Oracle Field Service Enterprise Cloud Service – Hosted Named Seat Month

Applicable Parts: 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 upon:

- A maximum number of Authorized Users (Hosted Named Seat Month) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (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 ninety (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 = 5MB[1]
    - Maximum number of API requests per day[2] = 5,000,000
    - Maximum number of API requests per one (1) minute = 10,000
    - Maximum API traffic per day[2] = 20GB
    - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage[3] = 500GB

[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 days 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, which may be viewed at www.oracle.com/contracts

Oracle Field Service Contingent Worker Cloud Service - Activity - Pooled Capacity

Applicable Parts: 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, which may be viewed at **www.oracle.com/contracts**

Oracle Additional Test Environment for Oracle Field Service Cloud Service

Applicable Parts: 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 upon:

- 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 twelve (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, which may be viewed at www.oracle.com/contracts

Oracle Field Service for United Kingdom Government Cloud Service - Each

Applicable SKUs: B109168

Oracle Field Service for United Kingdom Sovereign Cloud Service is a restricted service and is only available to customers that meet Oracle's eligibility criteria.

For this Oracle Field Service for United Kingdom Sovereign Cloud Service, Your Content is hosted within a United Kingdom based data center for both primary and DR, subject to the limitations set out below.

Personnel and Access Control

United Kingdom Sovereign Cloud data center regions are operated and supported by authorized personnel who are United Kingdom residents, located within the United Kingdom at the time of access, are United Kingdom citizens and possess a Security Check Clearance ("UK Eligible Personnel").

Technical Measures

The Oracle Field Service for United Kingdom Sovereign Cloud Service includes:

- Support from a United Kingdom Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles
- Optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard, or Subject Alternative Name configurations

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

Limitations

Oracle is only required to ensure that UK Eligible Personnel have a minimum of Security Check Clearance where (1) Oracle has the continued ability to sponsor applications for Security Check Clearance; and/or (2) a central government department has agreed to sponsor individuals for Security Check Clearance where required by Oracle.

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 customer account-related, billing, telemetry, and capacity data from the Services to monitor and test system use and performance and to confirm compliance with licensing and other terms of use ("Integral Operations"). Such data may include administrator login ids, role codes, privilege levels, and cloud account setup information. You agree that such data does not constitute "Your Content" and that, notwithstanding anything to the contrary in Your Agreement it may be transferred from the United Kingdom Sovereign Cloud region(s) and/or accessed by non-Eligible personnel for the sole purposes of Integral Operations as described above provided that (i) it will be protected in accordance with the Oracle agreement referenced in Your order for the Services; (ii) it will be deleted once no longer required for such purposes; and (iii) any data collected for Integral Operations that includes or relates to identifiable individuals, or that could reasonably be used to attribute information to an individual (including through combination with other data) will only be transferred outside the United Kingdom Sovereign Cloud region(s) and/or accessed by non-UK Eligible Personnel if it has been pseudonymized using technical and organizational measures designed to prevent re-identification or reverse engineering of individual users or roles outside of the United Kingdom Sovereign Cloud region(s).

You acknowledge that Third Party Services may be integrated with Your Cloud Services in the United Kingdom Sovereign Cloud 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 United Kingdom Sovereign Cloud data center region(s), and/or may be accessed by non-UK Eligible Personnel, and these sovereign terms shall not apply. In addition, You acknowledge that certain Cloud Services may utilize third party Large Language Models (LLMs). If You choose to use such Cloud Services, Your data may be processed outside of the selected United Kingdom Sovereign Cloud data center region(s), and/or accessed by non-UK Eligible Personnel, and may be subject to additional terms from the applicable third-party LLM providers.

You acknowledge that where Your technical contacts are located outside the United Kingdom, or You connect a cloud service in the United Kingdom Sovereign Cloud data center region(s) with another Oracle Cloud Service that is not hosted in the same United Kingdom Sovereign Cloud data center region(s), Your Content may not remain within the United Kingdom Sovereign Cloud data center region(s), and/or may be accessed by non-UK Eligible Personnel, and these sovereign terms shall not apply.

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 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.

CUSTOM AI AGENTS

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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 a production 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 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.

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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 a production environment.
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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.

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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 a production environment.
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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 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.

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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 a production environment.
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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 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.

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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 a production 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 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.

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-08-2024	No Additional Terms	No
Llama 3.3	Appendix A	No
OpenAI GPT-5 mini OpenAI GPT-4.1 mini	Appendix B	Yes
OpenAI GPT-OSS	No Additional Terms	No
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.

Usage Limits:

- You are granted 200 Million AI Tokens per month for Your initial Base Fusion SKU in a production 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 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 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 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 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 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.