



Oracle Restaurants Cloud Services

Service Provider Edition Service Descriptions and Metrics



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

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METRIC DEFINITIONS

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

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

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

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

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

Transaction Endpoints is defined as an amount of configured point-of-sale clients or transaction services API endpoints. For the purposes of Oracle Symphony Cloud Service, Service Provider Edition, the total number of configured workstation records within the Oracle Symphony Enterprise Management Console must be counted.

Transaction Services Client is defined as a device using data originating from the Transaction Services API endpoint to record sales transactions or display Menu Content. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. For the purposes of the Oracle MICROS Symphony Transaction Services Cloud Service, devices that display property or revenue center configuration must be counted as Transaction Services Clients. Below are examples that must be licensed as Transaction Services Clients.

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

Your devices from which menus are viewed and orders placed (e.g., 3rd party catering applications, centralized call center applications)

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

GLOSSARY

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

End-Customer is defined as a business that purchases products and services from You.

Service Provider Environment is defined as a single deployment of the Oracle Symphony Cloud Service, Service Provider Edition plus any add-ons, including Oracle Symphony Cloud Service, Service Provider Edition, Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty and Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management.

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

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

Organization is defined as Symphony Cloud Service or Reporting and Analytics enterprise that consists of one or more Physical Locations and Revenue Centers, in which POS Clients, Kitchen Display Clients, Transaction Services Clients, and Interfaces operate. Both a Symphony Single-Tenant Environment and a Service Provider Environment may contain one or more Organizations. The word Organization is also used synonymously with Enterprise.

ORACLE RESTAURANTS – SERVICE DESCRIPTIONS

ORACLE SIMPHONY CLOUD SERVICE, SERVICE PROVIDER EDITION

Oracle Symphony, Service Provider Edition, Environment

Part #: B95658 – Per 500 Transaction Endpoints

The Oracle Symphony Cloud Service, Service Provider Edition, Environment is designed to allow You to provide the authorized Symphony Cloud Services modules, features and software to one or more End-Customers.

You are responsible for providing the following to End-Customers:

- Access to the Service Provider Environment
- Implementation services
- Software upgrades
- Support

You may request that Oracle create Organizations within Your Service Provider Environment.

This Cloud Service must always operate a Symphony Cloud Service version that Oracle designates as generally available version. You may request that Oracle upgrade Your Service Provider Environment to a specified version.

All Cloud Services within a Service Provider Environment are subject to the following contract restrictions:

- A minimum Service Period of 12 months
- All Cloud Services must terminate on the same date
- All Cloud Services must renew for the same length of time

You are required to be an active Oracle Partner Network member and maintain the following expertise to use any Service Provider Edition Cloud Service:

- Cloud Service Solution

You are authorized to grant Your End-Customers access to the following modules and features:

- Oracle Symphony Cloud Configuration Environment, Service Provider Edition
- Oracle Symphony Transaction Services Cloud Service
- Oracle Symphony Configuration Data Interface Cloud Service
- Oracle Symphony Cloud Service, Business Intelligence Interface
- Oracle Restaurants Reporting and Analytics Cloud Service
- Oracle Restaurants Forecasting and Budget Cloud Service
- Oracle Restaurants Labor Management
- Oracle Restaurants Labor Management Interface Cloud Service

Each of Your End-Customers has entitlement to the following software downloaded from Your Service Provider Environment:

- *Oracle Symphony Enterprise Management Console*
- *Oracle Restaurants Client Application Loader Client*
- *Oracle Symphony Point of Sale Client*
- *Oracle Symphony Point of Sale Client, Essentials Edition*

- *Oracle Symphony Transaction Services Client*
- *Oracle Symphony Kitchen Display Client*
- *Oracle Symphony ServiceHost*
- *Oracle MySQL Database updates and upgrades*
- *Oracle Linux for MICROS updates and upgrades*

Usage Limits

The Oracle Symphony Cloud Service, Service Provider Edition, Environment is subject to the following limitations:

- A maximum of 500 Transaction Endpoints
- This Oracle Cloud Service may not store, transmit, or process any payment card data subject to the PCI-DSS or PA-DSS standards
- Within one month after a Service Provider Environment upgrade, all software entitled through this Cloud Service must be upgraded to the same version that the Service Provider Environment is operating.
- For the purposes of Oracle Symphony Transaction Services Cloud Service, four Symphony Transaction Services API endpoints will be counted as one Transaction Endpoint
- For the purposes of Oracle Symphony Cloud Service, for Android, four Symphony Transaction Services API endpoints will be counted as one Transaction Endpoint

The following must be purchased separately:

- Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty
- Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management

The following features and modules are not available for use with this Cloud Service:

- Oracle Symphony Database Access Cloud Service
- Oracle Restaurants Payment Cloud Service

All software entitled through the Oracle Symphony Cloud Service, Service Provider Edition, Environment may only be used in conjunction with this Cloud Service, including – but not limited to:

- *Oracle Restaurants Client Application Loader Client*
- *Oracle Symphony Point of Sale Client*
- *Oracle Symphony Transaction Services Client*
- *Oracle Symphony Kitchen Display Client*
- *Oracle Symphony ServiceHost*
- *Oracle Symphony Enterprise Management Console*
- *Oracle MySQL Database*
- *Oracle Linux for MICROS Operating System Updates*

Data Retention

The data retention allowance for the Oracle Symphony Cloud Service, Service Provider Edition, Environment is as follows:

- 2 months of configuration Audit Trail records
- 13 months of Transaction Details
- 36 months of Daily & Fixed Period Totals
- 36 months of Fiscal Transaction Data
- 36 months of Transaction Journal Records

36 months of Timecards

Disaster Recovery and Service Availability

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

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

The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third-party software.

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

Third Party Services and Third Party Content

The Oracle Cloud Service may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). The terms of your agreement govern access and use of Third Party Services. Content uploaded into this Oracle Cloud Service may be made publicly available.

Third Party Services

You acknowledge that to provide the Cloud Service pursuant to and in accordance with Your order, the following:

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Symphony, Service Provider Edition, Environment Expansion

Part #: B108227 – Per 100 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Environment Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment (base service).

- For this service, the usage limit with respect to transaction endpoints is: a maximum of 100 Transaction Endpoints. For purposes of Oracle Symphony Service Provider Edition, Environment Expansion, four Symphony Transaction Services API endpoints will be counted as One Transaction Endpoint, and for Oracle Symphony Cloud Service, for Android, four Symphony Transaction Services API endpoints will be counted as One Transaction Endpoint.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Environment applies to the Oracle Symphony Service Provider Edition, Environment, Expansion.

Part #: B97233 – Per 250 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Environment Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment (base service).

- For this service, the usage limit with respect to transaction endpoints is: a maximum of 250 Transaction Endpoints. For purposes of Oracle Symphony Service Provider Edition, Environment Expansion, four Symphony Transaction Services API endpoints will be counted as One Transaction Endpoint, and for Oracle Symphony Cloud Service, for Android, four Symphony Transaction Services API endpoints will be counted as One Transaction Endpoint.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Environment applies to the Oracle Symphony Service Provider Edition, Environment, Expansion.

Oracle Symphony, Service Provider Edition, Gift & Loyalty

Part #: B95659 – Per 500 Transaction Endpoints

The Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty adds additional functionality to your Oracle Symphony Cloud Service, Service Provider Edition. This Cloud Service allows You to provide the authorized modules, features and software to one or more End-Customers.

The Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty (For OPN Partners Only) requires You to purchase and maintain the Oracle Symphony Cloud Service, Service Provider Edition (base service) first.

You are responsible for providing the following to End-Customers:

- Access to the Service Provider Environment
- Implementation services
- Software upgrades
- Support

This Cloud Service must always operate a Symphony Cloud Service version that Oracle designates as generally available version. You may request that Oracle upgrade Your Service Provider Environment to a specified version.

All Cloud Services within a Service Provider Environment are subject to the following contract restrictions:

- A minimum Service Period of 12 months
- All Cloud Services must terminate on the same date
- All Cloud Services must renew for the same length of time

You are required to be an active Oracle Partner Network member and maintain the following expertise to use any Service Provider Edition Cloud Service:

- Cloud Service Solution

You are authorized to grant Your End-Customers access to the following modules and features:

- Oracle Restaurants Gift & Loyalty Advanced Edition
- Oracle Restaurants Segmentation and Exports Cloud Service

Usage Limits

The Oracle Symphony Cloud Service, Service Provider Edition is subject to the following limitations:

- A maximum of 500 Transaction Endpoints
- This Oracle Cloud Service may not store, transmit, or process any payment card data subject to the PCI-DSS or PA-DSS standards
- Within one month after a Service Provider Environment upgrade, all installed software entitled through this Cloud Service must be upgraded to the same version as the Service Provider Environment

The following must be purchased separately:

- Oracle Symphony Cloud Service, Service Provider Edition
- Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management

Data Retention

The data retention allowance for the Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty is as follows:

- 13 months of Transaction Details
- 36 months of Loyalty Transaction Details

Disaster Recovery and Service Availability

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

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony, Service Provider Edition, Gift & Loyalty	24 hours	15 minutes	99.5%

The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Symphony, Service Provider Edition, Gift & Loyalty Expansion

Part #: B108228 – Per 100 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Gift & Loyalty Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment and the Oracle Symphony Service Provider Edition, Gift and Loyalty (base service).

For this service, the usage limit with respect to transaction endpoints is: a maximum of 100 Transaction Endpoints.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Gift & Loyalty applies to the Oracle Symphony Service Provider Edition, Gift & Loyalty, Expansion.

Part #: B97234 – Per 250 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Gift & Loyalty Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment and the Oracle Symphony Service Provider Edition, Gift and Loyalty (base service).

For this service, the usage limit with respect to transaction endpoints is: a maximum of 250 Transaction Endpoints.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Gift & Loyalty applies to the Oracle Symphony Service Provider Edition, Gift & Loyalty, Expansion.

Oracle Symphony, Service Provider Edition, Inventory Management

Part #: B95660 – Per 500 Transaction Endpoints

The Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management adds additional functionality to your Oracle Symphony Cloud Service, Service Provider Edition. This Cloud Service allows You to provide the authorized modules, features and software to one or more End-Customers.

The Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management requires You to purchase and maintain the Oracle Symphony Cloud Service, Service Provider Edition (base service) first.

You are responsible for providing the following to End-Customers:

- Access to the Service Provider Environment
- Implementation services
- Software upgrades
- Support

This Cloud Service must always operate a Symphony Cloud Service version that Oracle designates as generally available version. You may request that Oracle upgrade Your Service Provider Environment to a specified version.

All Cloud Services within a Service Provider Environment are subject to the following contract restrictions:

- A minimum Service Period of 12 months
- All Cloud Services must terminate on the same date
- All Cloud Services must renew for the same length of time

You are required to be an active Oracle Partner Network member and maintain the following expertise to use any Service Provider Edition Cloud Service:

- Cloud Service Solution

You are authorized to grant Your End-Customers access to the following modules and features:

Oracle Restaurants Inventory Management

Usage Limits

The Oracle Symphony Cloud Service, Service Provider Edition Inventory Management is subject to the following limitations:

- A maximum of 500 Transaction Endpoints
- This Oracle Cloud Service may not store, transmit, or process any payment card data subject to the PCI-DSS or PA-DSS standards
- Within one month after a Service Provider Environment upgrade, all installed software entitled through this Cloud Service must be upgraded to the same version as the Service Provider Environment

The following must be purchased separately:

- Oracle Symphony Cloud Service, Service Provider Edition, Environment
- Oracle Symphony Cloud Service, Service Provider Edition, Gift & Loyalty

Data Retention

The data retention allowance for the Oracle Symphony Cloud Service, Service Provider Edition, Inventory Management is as follows:

- 36 months of Inventory Transaction data

Disaster Recovery and Service Availability

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

CLOUD SERVICE	RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
Oracle Symphony, Service Provider Edition, Inventory Management	24 hours	15 minutes	99.5%

The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Symphony, Service Provider Edition, Inventory Management Expansion

Part #: B108229 – Per 100 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Inventory Management Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment and the Oracle Symphony Service Provider Edition, Inventory Management (base service).

For this service, the usage limit with respect to transaction endpoints is: a maximum of 100 Transaction Endpoints.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Inventory Management applies to the Oracle Symphony Service Provider Edition, Inventory Management, Expansion.

Part #: B97235 – Per 250 Transaction Endpoints

The Oracle Symphony Service Provider Edition, Inventory Management Expansion requires You to first purchase and maintain the Oracle Symphony Service Provider Edition, Environment and the Oracle Symphony Service Provider Edition, Inventory Management (base service).

For this service, the usage limit with respect to transaction endpoints is: a maximum of 250 Transaction Endpoints.

Other than as noted above, the service description for the Oracle Symphony Service Provider Edition, Inventory Management applies to the Oracle Symphony Service Provider Edition, Inventory Management, Expansion.