Oracle Cloud Professional Services – Service Descriptions

December 11, 2025

Contents

PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies ("Policies") available at **http://www.oracle.com/contracts** apply to all professional services in your order.

Oracle's Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

ORACLE EUROPEAN UNION SOVEREIGN CLOUD

Customer Success Services identified for Oracle European Union Sovereign Cloud ("EUSC") are only available for EUSC data center region(s). Customer Success Services for EUSC employ a set of organizational, contractual, and technical controls designed to help address the requirement that Your Content, including Personal Information, will not leave the selected EUSC data center region(s) without Your authorization or instruction. These controls are intended to mitigate the risk that entities or individuals which are not part of an EUSC organization be determined to have possession, custody, and/or control of Your Content.

Personnel

Customer Success Services identified for Oracle European Union Sovereign Cloud ("EUSC") are provided by personnel who are:

a. residents of the European Union,

b. physically located in the European Union when providing services for the EUSC, and

c. employed by an EUSC entity.

EUSC personnel providing Customer Success Services are required (via their employment contracts) not to share Your Content in an EUSC data center region(s) with any third party or any individual that is not employed or engaged by an EUSC entity and to follow strictly defined procedures if they receive a request for EUSC customer data that originates from a third party. Third parties include other Oracle entities and law enforcement or government agencies outside of the selected EUSC data center region(s).

Directors of EUSC entities are required not to share Your Content stored in an EUSC data center region(s) with any third party or any individual that is not employed or engaged by an EUSC entity and to follow strictly defined and entity-specific procedures should they receive any request for EUSC customer data that originates from a third party. Third parties include other Oracle entities and law enforcement or government agencies outside of the selected EUSC data center region(s).

All EUSC personnel with access to an EUSC data center region(s) are required to complete annual privacy and information protection training, including on data protection principles such as fairness and transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, and confidentiality (security), and accountability.

Government Access Requests

Oracle will first seek to notify its customers of government access requests whenever permitted to do so under applicable law. In addition, Oracle will challenge any government request for customer data that we believe is not binding or not applicable under valid law or is otherwise not consistent with our position as a data processor under applicable data protection law. In any event, Oracle will not provide more information than strictly necessary to comply with a legally valid and binding request.

Oracle maintains a Third-Party Information Access Request policy setting forth requirements for all Oracle staff and contractors on how to deal with government access requests, including legal oversight by local teams, procedural steps, and training on data protection principles.

Oracle's report on law enforcement access requests can be found at https://www.oracle.com/legal/law-enforcement-requests-report/or such other address as Oracle may designate from time to time

ANNUAL SERVICE DESCRIPTIONS

Oracle Cloud Priority Support for Hotel and Food and Beverage - Customer

Service Offering	Part #
Oracle Cloud Priority Support for Hotel and Food and Beverage - Customer	B90392

Description of Services

Oracle Cloud Priority Support for Hotel and Food and Beverage - Customer consists of:

1. Service Request ("SR") Prioritization

   a. Oracle will prioritize Your SRs and Incidents above SRs and Incidents of the same severity level submitted by other Oracle Cloud Services customers that have not purchased the Oracle Cloud Priority Support for Hotel and Food and Beverage – Customer Services as set forth herein (the "OPS-HFB Services"). Oracle will make reasonable efforts to respond to Your SRs and Incidents per the following guidelines ("Service Request Response Guidelines"), calculated from calculated from when the SR is accepted by Oracle through the Cloud Support system:

Severity Level	Response Time	Time to Update or Resolution
Severity 1	90% within 5 minutes	1 local business hour
Severity 2	90% within 2 local business hours	6 local business hours
Severity 3	90% within 8 local business hours	24 local business hours
Severity 4	90% within 24 local business hours	48 local business hours

   b. 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

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

2. Support Delivery Management

An Oracle Technical Account Manager ("TAM") will be assigned to Your designated agent ("Agent") during the term of the OPS-HFB Services. The TAM will serve as Your Agent's primary contact for the administration of the OPS-HFB Services and will communicate with Your Agent in English. The TAM will provide and/or assist Your Agent with the following support services:

   a. Prepare and maintain quarterly service delivery progress reports;

   b. Review all Oracle Support Services activity in connection with individual SRs logged by You or on Your behalf by Your Agent. The review may consist of status reports, next steps, if any, and a review of Your SR priorities;

   c. Serve as Your Agent's point of contact for Severity 1 and mutually agreed upon Severity 2 SRs as defined in the Oracle Cloud Hosting and Delivery Policies located on Oracle.com/contracts (collectively, "Critical SRs") and Oracle Cloud Service Incidents. The TAM will provide assistance in managing Critical SRs and Incidents as follows:

      i. Manage and escalate Your Critical SRs and Incidents;

      ii. Communicate the status of Your Critical SRs Incidents to the contacts designated by Your Agent to act on behalf of You and the Agent (the "Agent Contacts"); and

    iii. Facilitate communications between Oracle and Your Agent Contacts.

   d. Facilitate the Agent Contacts' access to monthly web conference sessions delivered in English featuring Oracle Services.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Acknowledge that if Oracle's cost of providing the OPS-HFB Services is increased because of Your or Your Agent's or the Agent Contacts' failure to meet the cooperation 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 and to indemnify and hold Oracle harmless from all claims, damages and liabilities related to the failure to meet the cooperation.

   b. Apply bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.

   c. Comply, and ensure that Your Agent and the Agent Contacts comply, with the terms and conditions of the Master Agreement, the applicable order, the Policies, and this Service Description.

   d. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform the OPS-HFB Services.

   e. Promptly update Oracle with respect to business and technology changes or events that may impact the OPS-HFB Services (e.g., configuration changes, implementation of new business functionality, modifications to Your change control policies, etc.).

   f. Be responsible for Your security policies, Your approvals, and all testing and validation.

   g. Purchase and maintain the OPS-HFB-Services for all Cloud Services and quantities identified in Your orders for the Cloud Services for which OPS-HFB-Services are available.

2. Assumptions

   a. Oracle will not be responsible for any deficiency in performing the OPS-HFB Services if such deficiency results from Your, Your Agent's, or Your Agent Contacts' failure to provide full cooperation, and Oracle may terminate the Services for Your Agent's and/or the Agent Contacts' failure to comply with the cooperation set forth in the Policies and this service description.

   b. The OPS-HFB Services shall be provided by remote delivery resources only and not at Your site.

   c. Oracle may provide OPS-HFB Services by telephone, via a customer-specific web portal (if ordered), and/or via electronic communication.

   d. OPS-HFB Services may not be available for all Oracle Cloud Services.

   e. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Priority Support for Hotel and Food and Beverage - Agent

Service Offering	Part #
Oracle Cloud Priority Support for Hotel and Food and Beverage – Agent	B90514

Description of Services

1. Support Delivery Management

An Oracle Technical Account Manager ("TAM") will be assigned to You as a designated agent acting at the request of and on behalf of an Oracle customer(s) that purchases Oracle Cloud Priority Support for Hotel and Food and Beverage Services - Customer ("OPS-HFB Services Customer") (You may also be referred to as "Agent") for the duration of the Services set forth in Your order. The TAM will serve as Your primary contact for the administration of the Oracle Cloud Priority Support for Hotel and Food and Beverage as set forth herein (the "OPS-HFB Services") and will communicate with You and the Agent Contacts (defined below) in a local language. The TAM will provide and/or assist You and the Agent Contacts with the following:

a. Prepare and maintain quarterly service delivery progress reports;

b. Assist with the documentation of Your authorized technical contact details (for up to a maximum of five (5) individuals) who will work directly with the TAM at Your direction and on behalf of the OPS-HFB Services Customer ("Agent Contact" or "Agent Contacts"):

c. Assist You and the Agent Contacts with Oracle's escalation procedures for such Agent Contacts ("Agent Contacts and Escalation Guide");

d. Provide the Agent Contacts with access to an OPS-HFB Services customer-specific web portal;

e. Conduct an orientation for the Agent Contacts;

f. Conduct a delivery planning session;

g. Maintain the service delivery plan;

h. Perform quarterly service delivery plan reviews;

i. Maintain the Agent Contacts and Escalation Guide;

j. Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by or on behalf of the OPS-HFB Services Customer. The review may consist of status reports, next steps, if any, and a review of the SR priorities;

k. Serve as the point of contact for Severity 1 and mutually agreed upon Severity 2 SRs as defined in the Oracle Technical Support Policies located at: https://www.oracle.com/support/policies.html and Oracle Cloud Service incidents (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:

   i. Critical SR management and escalation;

   ii. Communicate the status of Critical SRs to the Agent Contacts; and

   iii. Facilitate communications between Oracle and the Agent Contacts.

l. Facilitate the Agent Contacts' access to monthly web conference sessions delivered in English featuring Oracle products.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Acknowledge that if Oracle's cost of providing the OPS-HFB Services is increased because of Your, Your Agent's, or the Agent Contacts' failure to meet the cooperation 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 and to indemnify and hold Oracle harmless from all claims and liabilities related to the failure to meet the cooperation.

b. Designate up to a maximum of five (5) Agent Contacts and identify each by individual name, phone number, e-mail address and other appropriate contact methods. Only Your Agent Contacts may communicate with Oracle regarding the delivery of the OPS-HFB Services on behalf of the OPS-HFB Services Customer(s).

c. Assist Oracle with maintaining the joint Agent Contacts and Escalation Guide.

d. Provide any notices and obtain any consents required for Oracle to perform the OPS-HFB Services.

e. Comply and ensure that the Agent Contacts comply with the terms and conditions of the Master Agreement, the applicable order and this Service Description.

f. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform the OPS-HFB Services.

g. Promptly update Oracle with respect to business and technology changes or events that may impact the OPS-HFB Services (e.g., configuration changes, implementation of new business functionality, modifications to Your change control policies, etc.).

h. You shall be responsible for Your security policies, Your approvals, and all testing and validation.

i. The aggregate spend for the OPS-HFB Services Customers that designate You as their agent must be at least Forty Thousand US Dollars (US $40,000) annually ("Minimum Aggregate Spend") or You agree to pay Oracle the difference between the actual aggregate spend and the Minimum Aggregate Spend upon receipt of an invoice from Oracle.

2. Assumptions

a. Oracle will not be responsible for any deficiency in performing the OPS-HFB Services if such deficiency results from Your, Your Agent's, or Your Agent Contacts' failure to provide full cooperation, and Oracle may terminate the Services for Your Agent's and/or the Agent Contacts' failure to comply with the cooperation set forth in the Policies and this service description.

b. The OPS-HFB Services shall be provided by remote delivery resources only, and not at Your site or the OPS-HFB Services Customer site.

c. Oracle may provide OPS-HFB Services by telephone, via a customer-specific web portal (if ordered), and/or via electronic communication.

d. OPS-HFB Services may not be available for all Cloud Services and/or Oracle programs.

e. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Priority Support for Infrastructure as a Service ("IaaS")

Oracle Cloud Priority Support for Platform as a Service ("PaaS")

Oracle Cloud Priority Support for Tech Cloud

Service Offering	Part #
Oracle Cloud Priority Support for IaaS: Base Fee - Non-metered	B86221
Oracle Cloud Priority Support for IaaS - Non-metered	B86222
Oracle Cloud Priority Support for PaaS: Base Fee – Non-metered	B85996
Oracle Cloud Priority Support for PaaS – Non-metered	B85997
Oracle Cloud Priority Support for PaaS and IaaS Universal Credits: Base Fee	B88607
Oracle Cloud Priority Support for PaaS and IaaS Universal Credits	B88608
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Technical Account Manager I - IaaS – Day	B87499
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Technical Account Manager II - IaaS – Day	B87500
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Advanced Support Engineer - IaaS – Day	B87501
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Senior Advanced Support Engineer - IaaS – Day	B87502
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Technical Account Manager I - PaaS – Day	B87510
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Technical Account Manager II - PaaS – Day	B87511
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Advanced Support Engineer - PaaS – Day	B87512
Oracle Supplemental Resource for Oracle Cloud: Non Metered - Senior Advanced Support Engineer - PaaS – Day	B87513
Oracle Supplemental Resource for Oracle Cloud Universal Credits - Technical Account Manager I - Day	B88614
Oracle Supplemental Resource for Oracle Cloud Universal Credits - Technical Account Manager II – Day	B88615
Oracle Supplemental Resource for Oracle Cloud Universal Credits - Advanced Support Engineer - Day	B88612
Oracle Supplemental Resource for Oracle Cloud Universal Credits - Senior Advanced Support Engineer – Day	B88613

Description of Services

Oracle Cloud Priority Support 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 Your order. Your TAM will serve as Your primary contact for the administration of Oracle Cloud Priority Support purchased and will communicate with You in a local language (except as noted below). Your TAM shall provide and/or assist with the following support Services:

   a. Prepare and maintain quarterly service delivery progress reports;

   b. Document the contact details for Your appropriate technical contacts ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");

   c. Provide access to a customer-specific web portal;

   d. Conduct an orientation for Your Customer Contacts;

   e. Conduct a delivery planning session;

   f. Maintain the service delivery plan;

   g. Perform quarterly service delivery plan reviews;

   h. Maintain the Joint Contacts and Escalation Guide;

i. 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;

j. Serve as Your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs") and Oracle Cloud Service ("Incidents"). Your 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.

k. Facilitate Your access to monthly web conference sessions delivered in English featuring Oracle products.

2. Prioritization

a. 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"), calculated from when the SR is accepted by Oracle through the Cloud Support system:

    i. 90% of Severity 1 SRs and Incidents within fifteen (15) minutes;

    ii. 90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours;

    iii. 90% of Severity 3 SRs and Incidents within the next local business day; and

    iv. 90% of Severity 4 SRs and Incidents within the next local business day.

b. 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

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

3. PCI Enhancements

If You are subscribed to Oracle RightNow PCI Certified Cloud Platform Cloud Service (B69332) or Oracle RightNow Cloud Platform for United States Government Cloud Service (B69333), the following enhancements will be provided as part of the support for PCI Certification services:

a. PCI Migration Planning Process

b. Pre-Migration, Security plan & Test migration; and

c. Support and Annual Audits

4. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for *Oracle Cloud Priority Support for IaaS or PaaS*:

a. Assist with SRs related to the following:

    i. Root cause analysis

    ii. Issue identification and issue reproduction

    iii. Constructing a reproducible test case

      iv. Potential workarounds

      v. Guidance to implement recommendations documented in the SR

  b. Lead, participate in, or facilitate meetings with You

  c. Local language support

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

  a. Acknowledge that if Oracle's cost of providing Oracle Cloud Priority Support is increased because of Your failure to meet the cooperation 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.

  b. Designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of Your Customer Contacts. Only Your Customer Contacts may communicate with Oracle regarding the delivery of Oracle Cloud Priority Support.

  c. Apply bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.

  d. Assist Oracle with maintaining the Joint Contacts and Escalation Guide.

  e. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform Oracle Cloud Priority Support.

  f. Promptly update Oracle with respect to business and technology changes or events that may impact Oracle Cloud Priority Support (e.g., configuration changes, implementation of new business functionality, modifications to Your change control policies, etc.).

  g. Be responsible for Your security policies, Your approvals, all testing and validation.

  h. Purchase and maintain Oracle Cloud Priority Support for all Oracle Programs and quantities identified in Your orders for the Cloud Services for which Oracle Cloud Priority Support is available, for the full service periods of such Cloud Services.

2. Assumptions

  a. Oracle Cloud Priority Support shall be provided by remote delivery resources (not on Your work premises).

  b. Oracle may provide Oracle Cloud Priority Support by phone, via a customer-specific web portal (if ordered), and/or via electronic communication.

  c. Your renewal fee for Oracle Cloud Priority Support will be based on the Oracle Cloud Priority Support pricing policies in effect at the time of renewal.

  d. Oracle Cloud Priority Support may not be available for all Oracle programs or Cloud Services.

  e. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Priority Support for Software as a Service ("SaaS")

Service Offering	Part #
Oracle Cloud Priority Support for SaaS	B86668
Oracle Cloud Priority Support for SaaS: Base Fee	B86669
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - SaaS -Day	B87520
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - SaaS - Day	B87521
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - SaaS - Day	B87518
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - SaaS - Day	B87519

Description of Services

Oracle Cloud Priority Support for SaaS 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 Your order. Your TAM will serve as Your primary contact for the administration of Oracle Cloud Priority Support for SaaS purchased and will communicate with You in a local language (except as noted below).

   a. Your TAM will provide the following support Services:

   i. Prepare and maintain quarterly service delivery progress reports; and

   ii. Document the contact details for Your appropriate technical contacts ("Customer Contacts") and Oracle's escalation procedures.

   b. Your TAM will also assist with the following:

   i. Conduct an orientation for Your Customer Contacts;

   ii. Conduct a delivery planning session;

   iii. Maintain the service delivery plan;

   iv. Perform quarterly service delivery plan reviews;

   v. 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;

   vi. Serve as Your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs") and Oracle Cloud Service ("Incidents"). Your TAM will provide assistance in managing Critical SRs and Incidents as follows:

      1. SR and Incident prioritization and escalation;

      2. Communicate the status of Your priority SRs and Incidents to Your Customer Contact(s); and

      3. Facilitate communications between Oracle and Your Customer Contacts.

   vii. Facilitate Your access to monthly web conference sessions delivered in English featuring Oracle products.

2. Prioritization

   a. 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 initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request response guidelines included in the Oracle Support Policy

section of the Oracle SaaS Public Cloud Services Pillar Document found on Oracle.com/contracts (see Hosting and Delivery Policies).

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

3. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for *Oracle Cloud Priority Support for SaaS*:

    a. Assist with SRs related to the following:

        i. Root cause analysis

        ii. Issue identification and issue reproduction

        iii. Constructing a reproducible test case

        iv. Potential workarounds

        v. Guidance to implement recommendations documented in the SR

    b. Lead, participate in, or facilitate meetings with You

    c. Local language support

4. Other

    a. If You are subscribed to Oracle RightNow PCI Certified Cloud Platform Cloud Service (Part B69332) or Oracle RightNow Cloud Platform for United States Government Cloud Service (B69333) (collectively, the "Platform"), the following will be provided:

        i. Customization and Configuration Validation

        ii. Prior to Your migration to or deployment in the Oracle RightNow PCI Certified Cloud Platform Cloud Service or Oracle RightNow Cloud Platform for United States Government Cloud Service, the TAM will review Your customizations and configurations for compliance with the applicable Platform's requirements. The TAM will provide You with a report detailing the findings of the review. Once You have remediated any non-compliant customizations or configurations, the TAM will review and provide an updated report.

        iii. Platform Migration Coordination

        iv. If You are migrating to in the Oracle RightNow PCI Certified Cloud Platform Cloud Service or Oracle RightNow Cloud Platform for United States Government Cloud Service from another non-PCI compliant Oracle RightNow Cloud Platform, the TAM will coordinate Your test and production migrations with the Oracle Cloud Operations team and Your designated contact(s).

        v. Customization and Configuration Annual Assessment

        Once per year, the TAM will review Your new or modified customizations and configurations for compliance with the applicable Platform's requirements. The TAM will provide You with a report detailing the findings of the review. Once You have remediated any non-compliant customizations or configurations, the TAM will review and provide an updated report.

vi. Customization and Configuration Support

For the duration of the Service Period set forth Your order, the TAM will provide guidance in response to Your SRs regarding any customizations and/or configurations You plan to introduce or modify to enable such customizations or configuration to comply with the applicable Platform's requirements.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies

a. Designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of Your Customer Contacts. Only Your Customer Contacts may communicate with Oracle regarding the delivery of Oracle Cloud Priority Support for SaaS.

b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

d. If You are subscribed to the Platform, You are responsible for remediating any non-compliant customizations and/or configurations prior to the deployment in the Platform.

e. Purchase and maintain Oracle Cloud Priority Support for SaaS for all Oracle Programs and quantities identified in Your orders for the Cloud Services for which Oracle Cloud Priority Support for SaaS is available, for the full service periods or such Cloud Services.

2. Assumptions

a. At Oracle's discretion, the TAM assigned to provide Services may converse in Your local language; however, the TAM is not responsible for translating any portion of the Services on Your behalf.

b. The Services under this Service Description shall be provided by remote delivery resources (not on Your work premises).

c. Oracle Cloud Priority Support for SaaS may not be available for all Oracle programs or Oracle Cloud Services.

d. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Success Assurance Service for SaaS

Service	Part#
Oracle Cloud Success Assurance Service for SaaS	B112105
Oracle Cloud Success Assurance Service for SaaS - Base Fee	B112104
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - SaaS -Day	B87520
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - SaaS - Day	B87521
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - SaaS - Day	B87518
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - SaaS - Day	B87519

Description of Services

Oracle Cloud Success Assurance Service for SaaS consists of the following activities, in accordance with the Service Maximums below, for Your Oracle SaaS Cloud Services for which You have separately purchased a subscription (Your "Identified SaaS Services") and any Oracle PaaS Cloud Services that are directly integrated with Your Identified SaaS Services ("Identified PaaS Services") (Your Identified SaaS Services and Identified PaaS Services together, the "Identified Cloud Services"):

Success Management

1. Customer Success Management.

Oracle will assign a Technical Account Manager ("TAM"), who will serve as Your primary contact for the following activities to be performed by Oracle:

   a. Service Initiation:

      i. Conduct an orientation with You to introduce the TAM who will assist with service setup, configuration, review, and applicable processes for the Oracle Cloud Success Assurance Service for SaaS.

      ii. Identify and document (i) the key Oracle contacts; (ii) Your primary technical contacts designated by You to communicate with Oracle regarding the Oracle Cloud Success Assurance Service for SaaS ("Customer Contacts"); and (iii) Oracle's engagement procedures.

      iii. Review the data discovery questionnaire (the "Questionnaire") completed by You.

      iv. Manage the creation of a document that will identify and document the following (collectively, "Discovery Data"): (i) Your Identified Cloud Services based on the Questionnaire; (ii) Your mission critical business flows operating in the Identified Cloud Services; (iii) Your Oracle support identifiers (e.g., CSI, user groups) and associated Customer Contacts; and (iv) Your primary contacts for each of Your Identified SaaS Services.

2. Service Management and Governance:

   a. Prepare and maintain quarterly service delivery progress reports.

   b. Maintain the Discovery Data.

   c. Perform quarterly service reviews.

3. Escalation Management Across SaaS Ecosystem

   a. Facilitate escalations initiated by You for (i) Severity 1 service requests ("SRs") and Severity 2 SRs that You and Oracle agree are critical ("escalated SRs"), and (ii) at Oracle's discretion, incidents related to Your Identified Cloud Services. Oracle will use commercially reasonable efforts to respond to your escalation request within fifteen (15) minutes. The SR severity levels that apply to the Oracle Cloud Success Assurance Service for SaaS are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

   b. Review and provide a trend analysis for all escalated SRs opened with Oracle Support related to Your Identified Cloud Services ("Trend Analysis").

   c. As part of the Trend Analysis, review with You the status of remediations of escalated SRs.

Service Maximums

Oracle Cloud Success Assurance Service for SaaS is subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency
Primary Hours of Operation	Success Management	Local Business Hours
	Escalation Management Across SaaS Ecosystem	24x7
Service Language		U.S. English

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the Oracle Cloud Success Assurance Service for SaaS.

1. Coordination and planning of activities described in the Success Management section.

2. Assistance with SR escalations as described in the Escalation Facilitation Across Ecosystem section.

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available

at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:

1. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate

level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

2. Complete the Questionnaire.

3. Provide Oracle with necessary user and role access required to deliver the Oracle Cloud Success Assurance Service for SaaS.

4. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

Assumptions

1. The services will be provided in English. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Oracle Cloud Success Assurance Service for SaaS on Your behalf.

2. The Oracle Cloud Success Assurance Service for SaaS will be provided by remote delivery resources (not on Your work premises).

3. Oracle Cloud Success Assurance Service for SaaS is currently not available for Oracle Alloy, multi-tenancy Oracle Dedicated Region Cloud@Customer, United States Government Cloud, or United Kingdom Government Cloud.

4. Any services not expressly identified herein are considered out of scope.

Oracle Cloud Success Protection Service for SaaS

Service	Part#
Oracle Cloud Success Protection Service for SaaS	B112103
Oracle Cloud Success Protection Service for SaaS - Base Fee	B112102
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - SaaS -Day	B87520
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - SaaS - Day	B87521
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - SaaS - Day	B87518
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - SaaS - Day	B87519

Description of Services

Oracle Cloud Success Protection Service for SaaS consists of the following activities, in accordance with the Service Maximums, for Your Oracle SaaS Cloud Services for which You have separately purchased a subscription (Your "Identified SaaS Services") and any Oracle PaaS Cloud Services that are directly integrated with, Your Identified SaaS Services ("Identified PaaS Services") (Your Identified SaaS Services and Identified PaaS Services together, the "Identified Cloud Services"):

1. Success Management

Customer Success Management. Oracle will assign a Technical Account Manager ("TAM"), who will serve as Your primary contact for the following activities to be performed by Oracle:

   a. Service Initiation:

      i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, use of chatbots for communication, and applicable processes for the Oracle Cloud Success Protection Service for SaaS.

      ii. Identify and document (i) the key Oracle contacts; (ii) Your primary technical contacts designated by You to communicate with Oracle regarding the Oracle Cloud Success Protection Service for SaaS ("Customer Contacts"); and (iii) Oracle's engagement procedures.

      iii. Review the data discovery questionnaire (the "Questionnaire") completed by You.

      iv. Manage the creation of a document that will identify and document the following (collectively, "Discovery Data"): (i) Your Identified Cloud Services based on the Questionnaire;; (ii) Your mission critical business flows operating in the Identified Cloud Services (Your "Mission Critical Business Flows"); (iii) Your processes and procedures for release management, including Your Identified Cloud Services update cycles; (iv) Your Oracle Customer Support Identifiers (CSIs) and associated Customer Contacts; and (v) Your primary contacts for each of Your Identified SaaS Services ("Primary Owner(s)").

      v. Review the processes and tools for Your Identified SaaS Services ecosystem telemetry services to allow You to share telemetry with Oracle from Your Oracle Cloud Observability and Management service at Your discretion.

   b. Service Management and Governance:

      i. Prepare and maintain quarterly service delivery progress reports.

ii.   Maintain the Discovery Data.

iii. Perform quarterly service reviews.

iv.   Track and report Your monthly consumption and balance of Service Days. A Service Day is defined as one resource working one day[1] to perform activities listed in the Innovation and Optimization Guidance section.

Escalation Management Across Ecosystem

1. Facilitate escalations initiated by You for (i) Severity 1 service requests ("SRs") and Severity 2 SRs that You and Oracle agree are critical ("escalated SRs"), and (ii) at Oracle's discretion, incidents related to Your Identified Cloud Services. The SR severity levels that apply to the Oracle Cloud Success Protection Service for SaaS are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

2. Review and provide a trend analysis for all escalated SRs opened with Oracle Support related to Your Identified Cloud Services ("Trend Analysis").

3. As part of the Trend Analysis, review with You the status of remediations of escalated SRs.

Personalized Proactive Escalation Management

1. SaaS Ecosystem Telemetry Services

   Oracle will perform the following activities using telemetry tooling, where available, for the Identified Cloud Services:

   a. Configure telemetry designed to identify anomalies that may impact the health of the Identified Cloud Services and Your Mission Critical Business Flows.

   b. Configure telemetry to set thresholds and generate automated event notifications to the Oracle triage team for identified anomalies that may impact Your Mission Critical Business Flows ("Critical Anomaly(ies)").

   c. For each Critical Anomaly, Oracle will receive the event notification, determine at Oracle's sole discretion if the event impacts Your Mission Critical Business Flows, and notify You of a recommended action that may include the following:

      i.   If the Critical Anomaly is caused by a general outage, notify You of the outage and direct You to communications for getting updates on the restoration of service.

      ii. If the Critical Anomaly is limited to Your specific tenancy and Identified Cloud Services, work with You to determine if further actions are needed as documented in the Multi-Pillar Severity 1 Escalation Assistance or Innovation and Optimization Guidance sections.

2. Severity 1 SR and Triage

Oracle will triage Your Severity 1 SRs and Critical Anomalies for which a Severity 1 SR was logged as follows:

   a. Assess the critical business impact of the Critical Anomaly (if applicable).

   b. Review and update the Severity 1 SR to validate that the following details are documented in the Severity 1 SR, as applicable:

      i.   Steps to reproduce the issue, if available.

      ii. Documentation of recent changes.

      iii. Potential workarounds that have been used to prevent the issue.

     iv. Logs, screenshots, or other diagnostic information that may be used to determine a possible resolution or workaround for the issue.

     v. Content from the Discovery Data that may assist in finding a resolution for the Severity 1 SR.

  c. Upon qualification of the Severity 1 SR, escalate the Severity 1 SR to Oracle's multi-pillar escalation team using the multi-pillar escalation process documented below, if applicable. The triage team will use commercially reasonable efforts to engage the multi-pillar escalation team within fifteen (15) minutes of Your initial request to the triage team.

3. Multi-Pillar Severity 1 Escalation Assistance

At the request of Your Approver (as defined below), the triage team will escalate a Severity 1 SR to Oracle's multi-pillar escalation team as follows:

  a. Engage Your documented Primary Owner.

  b. Initiate a web conference session with Oracle's multi-pillar escalation team.

  c. Review the Severity 1 SR with Your Customer Contact(s), including the following:

     i. Review potential workarounds.

     ii. Discuss possible corrective actions.

     iii. Identify which of Your Identified PaaS Services may be contributing to the issue.

  d. Engage additional Oracle support teams or resources as needed to address the issue.

  e. Ask Your Customer Contact(s) to engage third party providers for the specific Identified Cloud Services, as needed.

  f. Document the incident and provide periodic updates to Your Customer Contacts.

  g. Disengage the multi-pillar escalation team when (i) an action plan to resolve the incident has been identified and initiated or (ii) You de-escalate the Severity 1 SR.

4. Automated Heat Map Health Check

Oracle will perform quarterly automated health checks of Your Identified SaaS Services production environment, including the following:

  a. Create a heat map of specific areas for optimization based on analysis of SRs for Your Identified SaaS Services.

  b. Collect configuration data using specific data collection scripts.

  c. Create a heat map or action plan based on the results of configuration specific data collection scripts.

5. Prioritization

  a. Prioritize Your SaaS SRs above SRs of the same severity level submitted by other SaaS customers who have not purchased Oracle Cloud Success Protection Service for SaaS.

  b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

Innovation and Optimization Guidance

Upon submission of Your request via email, Oracle will utilize telemetry and SR data gathered by Oracle to provide one or more of the following activities as submitted by You in an SR and subject to the consumption of Service Days:

1. Check the configurations of Your Identified Cloud Services against Oracle's recommended practices for one (1) of the following components: (i) SaaS applications; (ii) Oracle PaaS database; (iii) Oracle PaaS compute; (iv) Oracle PaaS storage; (v) Oracle PaaS network; or (vi) security practices (each a "Configuration Check").

2. Review configurations of Your operational processes against Oracle's recommended practices for one (1) of the following components: (i) SaaS applications to Integration Cloud; (ii) Oracle PaaS backup and recovery; (iii) high availability; (iv) disaster recovery; or (v) scalability (each an "Environment Review").

3. Review Your existing SaaS integration with Oracle PaaS architecture against Oracle's recommended practices ("Architecture Review").

4. Review your existing security architecture against Oracle's recommended practices ("Security Review").

5. Provide You with technical guidance for configuration changes and adoption of recommendations identified by Oracle cloud tools, such as Cloud Advisor, Oracle Cloud Guard, Cloud Dashboards, and Cloud Observability and Management Platform.

6. Provide technical guidance for issues related to scalability, integrations, configurations, extensions, automations, performance, patch analysis, and lifecycle management processes for custom extensions and integrations of Your Identified Cloud Services ("Technical Assistance").

7. Make recommendations related to Your operational and security configurations based on the results of Configuration Checks, Environment Reviews, Security Reviews, Architecture Reviews, and/or Technical Assistance.

8. Advise You on the implementation or operationalization of recommended actions provided by Oracle as a result of Configuration Checks, Environment Reviews, Architecture Reviews, Security Reviews, or Technical Assistance.

9. Assist You with the evaluation of newly available Oracle SaaS application features as part of quarterly update reviews.

Service Maximums

Oracle Cloud Success Protection Service for SaaS is subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency
Primary Hours of Operation	Success Management	Local Business Hours
	Personalized Proactive Escalation Management and Escalation Facilitation Across Ecosystem	24x7
Service Language		U.S. English

Service Days for Innovation and Optimization Guidance	Six (6) days[1] per year plus one (1) additional day for every $7,000 USD (or USD equivalent) in net fees for Oracle Cloud Success Protection Service for SaaS (B110976)

[1] Prorated for partial contract years based on the number of months in the partial contract year. A single month is equal to a half day. A partial month of 15 (fifteen) days or more will be rounded up and a partial month of less than 15 (fifteen) days will be rounded down (excluded).

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the Oracle Cloud Success Protection Service for SaaS.

1. Coordination and planning of activities described in the Success Management section.

2. Assistance with the following activities described in the Escalation Management across Ecosystem section.

    a. Issue reproduction

    b. Constructing a reproducible test case

    c. Assistance with activities described in the Innovation and Optimization Guidance section (in addition to the Service Days to which You are entitled pursuant to the Service Maximums section).

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:

1. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams ("Approver").

2. Complete the Questionnaire.

3. Provide Oracle with necessary user and role access required to deliver the Oracle Cloud Success Protection Service for SaaS.

4. Provision any tools and associated compute and storage as requested by Oracle and required for Oracle to deliver activities documented under the Innovation and Optimization Guidance section.

5. Implement, or submit a request for Oracle to implement, recommended actions provided to You by Oracle as documented in the Innovation and Optimization Guidance section above.

6. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

7. Configure the Identified SaaS Service(s) to allow for viewing of Base Flows based on instructions provided by Oracle.

Assumptions

1. The services will be provided in English. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Oracle Cloud Success Protection Service for SaaS on Your behalf.

2. The Oracle Cloud Success Protection Service for SaaS will be provided by remote delivery resources (not on Your work premises).

3. Any unused Service Days will be forfeited at the end of the Services Term.

4. Oracle Cloud Success Protection Service for SaaS is currently not available for Oracle Alloy, multi-tenancy Oracle Dedicated Region Cloud@Customer, United States Government Cloud, or United Kingdom Government Cloud.

5. Any services not expressly identified herein are considered out of scope.

Oracle Cloud Success Protection Service – Innovation Expansion Pack for OCI

Service	Part#
Oracle Cloud Success Protection Service – Innovation Expansion Pack for OCI	B112049

Description of Services

Your purchase of Oracle Cloud Success Protection Service – Innovation Expansion Pack for OCI (the "Innovation Expansion Pack") allows You to add additional Service Days ("Expansion Service Days") for the Oracle Cloud Success Protection Service – Universal Credit Consumption, which You must separately purchase and maintain (the "Pre-requisite Service") for the duration of the Innovation Expansion Pack. The Expansion Service Days are provided in accordance with the terms of the applicable Pre-requisite Service and this Service Description.

Pre-requisite Service

Service Offering	
Oracle Cloud Success Protection Service – Universal Credit Consumption	B110464

The Expansion Service Days may only be consumed for activities identified in the table below:

Pre-requisite Service	Activity Type
Oracle Cloud Success Protection Service – Universal Credit Consumption	Innovation and Optimization Guidance

Service Maximums

Innovation Expansion Packs are subject to the following constraints ("Service Maximums"):

Service Maximums

Service	Quantity/Frequency
Innovation Expansion Pack	Five (5) Expansion Service Days per Innovation Expansion Pack

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:
1. Purchase the quantity of Innovation Expansion Packs as required to support the identified activities of Your Pre-requisite Service.
2. Acknowledge that any unused quantity of Innovation Expansion Packs that remain after the expiration of the Pre-requisite Service will be forfeited, and Oracle shall have no further obligation with respect to such unused Innovation Expansion Packs.

Oracle Cloud Success Protection Service Innovation Expansion Pack for SaaS

Service	Part#
Oracle Cloud Success Protection Service Innovation Expansion Pack for SaaS	B112101

Description of Services

Your purchase of Oracle Cloud Success Protection Service – Innovation Expansion Pack for SaaS (the "Innovation Expansion Pack") allows You to add additional Service Days ("Expansion Service Days") for the Oracle Cloud Success Protection Service for SaaS, which You must separately purchase and maintain (the "Pre-requisite Service") for the duration of the Innovation Expansion Pack. The Expansion Service Days are provided in accordance with the terms of the applicable Pre-requisite Service and this Service Description.

Pre-requisite Service

Service Offering	
Oracle Cloud Success Protection Service for SaaS – Base Fee	B112102
Oracle Cloud Success Protection Service for SaaS	B112103

The Expansion Service Days may only be consumed for activities identified in the table below:

Pre-requisite Service	Activity Type
Oracle Cloud Success Protection Service for SaaS	Innovation and Optimization Guidance

Service Maximums

Innovation Expansion Packs are subject to the following constraints ("Service Maximums")

Service Maximums

Service	Quantity/Frequency
Innovation Expansion Pack	Five (5) Expansion Service Days per Innovation Expansion Pack

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available

at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:

1. Purchase the quantity of Innovation Expansion Packs as required to support the identified activities of Your Pre-requisite Service.

2. Acknowledge that any unused quantity of Innovation Expansion Packs that remain after the expiration of the Pre-requisite Service will be forfeited, and Oracle shall have no further obligation with respect to such unused Innovation Expansion Packs.

Oracle Engineered Systems Deployment and Infrastructure Support for Cloud

Oracle Engineered Systems Deployment and Infrastructure Support for Cloud	B108665
Oracle Engineered Systems Deployment and Infrastructure Support for Cloud - Quarterly Patch (per rack)	B108667
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer -Day	B108794
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B108796

Description of Services.

Oracle will provide the following activities for the deployment of Engineered Systems and infrastructure support (the "Services") in accordance with the Service Maximums table below:

1. Service Delivery Management

    Oracle will assign a Technical Account Manager ("TAM") who will serve as Your primary point of contact for, and provide and/or assist with, the following activities:

    a. Service Initiation:

        i. Conduct a delivery planning session to (i) introduce the TAM and any resources who will assist with service setup and configuration, and (ii) review the Services scope, Your obligations, and applicable processes for the Services.

        ii. Document and maintain the contact details for (i) key Oracle contacts; (ii) Your technical contacts designated by You to communicate with Oracle regarding the Services ("Customer Contacts"); and (iii) Oracle's escalation procedures.

        iii. Manage the creation of a joint plan (the "Delivery Plan") that will identify the specific Engineered Systems, platform, and infrastructure subject to the Services ("Identified Supported Products") and identify and provide information about the following:

        iv. Oracle's access requirements to deliver the Services;

        v. Your existing processes and procedures for service requests ("SRs"), including incident management, change management, release management, and escalation management including update cycles.

    b. Service Management and Governance:

        i. Maintain the Delivery Plan.

        ii. Perform periodic service delivery reviews, including progress and status of service deliverables, and service performance ("Service Delivery Reviews").

        iii. Review all applicable SR activity opened with Oracle Support or Oracle Cloud Support related to the Services, including Your SR activity in connection with individual SRs logged by Your Customer Contacts ("Service Request Reviews"). The Service Request Reviews may consist of SR status reports, next steps, if any, and review of Your SR priorities.

        iv. Provide monthly SR reports and SR reviews.

        v. Provide recommendations for continuous products/service improvements related to Your infrastructure.

    c. Escalation Management:

i. Serve as Your designated point of contact for escalations initiated by You for Severity 1 SRs and those Severity 2 SRs that You and Oracle agree are critical (collectively, "Escalated Critical SRs") and incidents affecting Your Services. The severity levels that apply to the Services are defined in the Oracle Technical Support Policies, which are available at www.oracle.com/contracts.

ii. As required, engage technical resources to review configurations of workloads on Your platform and provide recommendations to assist with Escalated Critical SRs.

d. Service Request Prioritization

i. Prioritize Your SRs related to Your Identified Supported Programs above SRs of the same severity level submitted by other Premier Support or Oracle Cloud Services customers that have not purchased this service.

ii. Communicate SRs and incidents to Oracle Product Development, as appropriate.

1. Technical Architecture Design and Recommendations

Oracle will provide the following activities designed to identify and review design requirements and recommendations for the Identified Supported Product(s):

a. Provide a questionnaire to identify configuration items ("Questionnaire") to be completed by You.

b. Install and run configuration information collection tools, if applicable.

c. Review and analyze the collected configuration information and Your completed Questionnaire to identify design requirements.

d. Conduct a meeting with You to review the results of the analysis and confirm the design requirements.

e. Provide design documents that set forth the plan to install, configure, and test the Identified Supported Products.

f. Conduct a final meeting with You to review the design document(s) and recommendations.

2. Software Configuration

Oracle will provide the following activities to install and setup the Identified Supported Product(s):

a. Conduct a preliminary meeting and orientation.

b. Review Your completed Questionnaire and provide recommendations;

c. Install and validate the Identified Supported Products.

d. Review and install recommended patches and perform any applicable post-installation setup modifications.

e. Configure the Identified Supported Products based on the updated Questionnaire;

f. Run configuration verification tests.

g. Prepare an installation summary report.

h. Conduct a final meeting with You to review the installation summary report and recommendations.

3. Configuration Review

Subsequent to the initial software configuration described in Section 3 above, Oracle will perform an annual review of the current configuration of the Identified Supported Product(s) to identify issues that may impact system reliability, availability, and supportability:

a. Conduct a preliminary meeting with You.

b. Install configuration data collection tools.

c. Collect current data related to configuration, versions, and patching.

d. Review and analyze the collected data.

e. Provide a report describing the results of the data analysis and associated recommendations.

f. Conduct a final meeting with You to review the configuration analysis report and the recommendations.

4. Technical Architecture Review

Subsequent to the initial technical architecture design described in Section 2 above, Oracle will perform an annual technical architecture review to identify, review, and provide ongoing requirements and recommendations for the Identified Supported Product(s):

a. Provide technical guidance to You related to scalability, integrations, configurations, automations, performance, patch analysis, and lifecycle management processes for Your Oracle workloads.

b. Evaluate Your readiness to move additional workloads based on the migration plan provided by You.

c. Review Your readiness to commence production operations for Your planned business events and milestones, including upgrades and migrations, based on the migration plan provided by You.

5. Incident and Problem Management

Oracle will provide the following 24x7 ticketing and incident management activities:

a. Monitor alerts and take action based on criticality.

b. Identify, classify, and report on issues.

c. Check the status of SRs and alert notifications.

d. Respond to Your queries related to open SRs.

e. Perform root cause analysis (RCA) for complex issues and problems.

f. Coordinate SR activities with Oracle Support and/or Oracle Cloud Support, as needed.

g. Create and maintain a knowledge repository documenting standard operating procedures (SOPs), troubleshooting guides, and articles for common issues encountered in Your Identified Supported Product environment.

h. Provide You with technical guidance and recommendations on how to address issues related to capacity, performance and tuning of the Identified Supported Products.

6. Change Management:

If included in Your order, Oracle will provide the following patching and change activities:

a. Provide quarterly patching to address security requirements for up to eight (8) databases.

b. Apply one-off patches for infrastructure only.

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Engineered Systems Deployment and Infrastructure Support:

1. Assistance with SRs related to the following:

    a. Issue reproduction

    b. Constructing a reproducible test case

    c. Guidance related to potential workarounds

    d. Guidance related to recommendations documented in the SR

2. Lead, participate in, or facilitate meetings with You.

3. Provide local language support.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service	Frequency/Quantity
Service Request Reviews	Monthly
Service Delivery Reviews	Quarterly
Engineered System	One (1) of the following Engineered Systems as identified in the Delivery Plan: • Exadata • Exadata C@C • Zero Data Loss recovery Appliance • Private Cloud Appliance • Compute C@C • ZFS Backup Appliance
Primary Hours of Operations	• 8x5 during Your local business hours • 24x7 for SR escalations and mission critical response

Your Cooperation and Assumptions.

1. Your Cooperation

    Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Promptly complete and return the Questionnaire(s) provided by Oracle.

    b. Provide copies of existing architecture design documents, audit files, reports and/or assessments for the Identified Supported Products.

    c. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the

appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

    d. Provide Oracle with necessary user and role access required to deliver the Services.

    e. Provision any tools and associated compute and storage as requested by Oracle and as required for Oracle to deliver the Services.

    f. Setup and configure the monitoring capabilities of Your Identified Supported Products.

    g. Provide Oracle with access to Your monitoring system as needed to monitor and action alerts.

    h. Obtain and maintain Oracle Priority Support under separate contract prior to and during the Services.

2. Project Assumptions.

    a. The Services exclude the physical installation of Your hardware components, including switches and cabling. You may separately purchase hardware installation services, subject to additional fees.

    b. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language, however, the TAM will not provide translation support related to the Services on Your behalf.

    c. The Services will be provided by remote delivery resources (not on Your work premises).

    d. Any recommendations and findings provided to You by Oracle are intended only to provide technical guidance to You and You are solely responsible for the implementation of any recommended actions and the impact that such implementation may have on Your environments.

    e. Any services not used within the Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for Oracle Engineered Systems Deployment and Infrastructure Support for Cloud Services and any unused Service Hours. You may not use the fees for any services other than the Enhanced Infrastructure Services stated herein.

    f. Any services not expressly documented herein are considered out of scope.

Oracle Engineered Systems Quarterly Patch Deployment

Service Offering	Part #
Oracle Engineered Systems Quarterly Patch Deployment Oracle Exadata Cloud at Customer (per rack, remote, up to 40 DB, 8 VM, 2 deployments per year)	B111469
Oracle Engineered Systems Quarterly Patch Deployment Oracle Exadata Cloud at Customer (per rack, remote, up to 80 DB, 8 VM, 2 deployments per year)	B111470
Oracle Engineered Systems Quarterly Patch Deployment Oracle OCI Database Exadata (per rack, remote, up to 40 DB, 8 VM, 2 deployments per year)	B111471
Oracle Engineered Systems Quarterly Patch Deployment Oracle OCI Database Exadata (per rack, remote, up to 80 DB, 8 VM, 2 deployments per year)	B111472

Description of Services

Oracle will review and analyze Your current patching configuration for the product(s) identified in Your order and deploy the updated/new patches You receive through My Oracle Support ("MOS") up to two (2) times per year by performing the following (the "Services"):

1. Review and analyze the patch and configuration data collected by the data collector software or manual methods to identify the current patch levels and status.

2. Identify and determine the compatibility of the previously installed patches with the planned patches to be installed (the "Patch Bundle").

3. Create a high level patch plan and a detailed patch plan.

4. Review the patch plan with You and identify the following:

    a. The patches to be included in the Patch Bundle;

    b. Business requirements and change management procedures;

    c. Patching strategy;

    d. Patch deployment schedule

5. Install Patch Bundle(s) in accordance with the patch plan, using one (1) of the following patching options:

    a. Install the Patch Bundle on one (1) actively running/online system that is identified in Your order;

    b. Install the Patch Bundle on one (1) inactive/offline system that is identified in Your order;

    c. Assist You with the installation of the Patch Bundle on one (1) system that is identified in Your order.

6. Upon completion of the installation of the Patch Bundle, create a patch deployment summary.

7. Conduct a final meeting to review the patch deployment summary.

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

1. Identify the system in which the Patch Bundle will be installed.

2. Comply with patch recommendations provided by Oracle, including authorizing prompt application of security patches.

3. Be solely responsible for the impact and related risks resulting from Your failure to comply with Oracle patch recommendations.

4. Purchase additional database deployments under a separate order, as required.

Assumptions

1. All communication (oral, written, and electronic) associated with the delivery of the Services will be provided in English language only.

2. The Services will be provided by remote delivery resources (not on Your work premises).

Oracle Enhanced Support Services Expansion Pack

Service Offering	Part #
Oracle Enhanced Support Services Expansion Pack	B97347

Description of Services

Oracle will provide the following Oracle Enhanced Support Services Expansion Pack (the "Expansion Pack"):

1. Add additional Service Hours ("Expansion Service Hours") for one or more of the following services, which must be separately purchased by You and maintained for the duration of the Expansion Pack ("Pre-requisite Services"). The Expansion Service Hours are provided in accordance with the terms of the Pre-requisite Services and this Service Description. The Service Maximums for the Expansion Pack are in addition to any Service Maximums in the Pre-requisite Services Service Description:

Pre-requisite Services

Service Offering	
Oracle Enhanced Support Services for Infrastructure	B97152
Oracle Mission Critical Response for Cloud	B97132

The Expansion Service Hours must be used prior to the expiration of the Pre-requisite Services and may only be consumed for activities identified in the table below:

Permitted Activity Types

Pre-requisite Service	Activity Type	Expansion Service Hour Consumption
Oracle Enhanced Support Services for Infrastructure	Innovation – Cloud Environment Assessment and Cloud Tools	One (1) Expansion Service Hour per Service Hour
Oracle Mission Critical Response for Cloud	Command Center Escalation Assistance	Ten (10) Expansion Service Hours per Command Center Escalation Assistance SR

Service Maximums

Expansion Packs are subject to the following constraints ("Service Maximums").

Service Maximums

Service	Quantity/Type
Expansion Pack	40 Expansion Service Hours per Expansion Pack

Your Cooperation

1. Your Cooperation

2. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Purchase the quantity of Expansion Packs as required to support the identified activities of Your Pre-requisite Services.

   b. Acknowledge that any unused quantity of Expansion Packs that remain after the expiration of the Pre-requisite Services will be forfeited, and Oracle shall have no further obligation with respect to such unused Expansion Packs.

Oracle Enhanced Support Services for IaaS

Service Offering	Part #
Oracle Enhanced Support Services for Infrastructure - Base Fee	B97151
Oracle Enhanced Support Services for Infrastructure	B97152
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B108794
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B108797
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B1-8794
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B108795

Description of Services

Oracle Enhanced Support Services for Infrastructure consist of the following activities for Oracle Cloud Infrastructure ("OCI") Cloud Services, for which You have separately purchased a subscription, in accordance with the Service Maximums (the "Enhanced Infrastructure Services"):

1. Service Delivery Management - Proactive Support

Oracle will assign a Technical Account Manager ("TAM") who will serve as Your primary contact for the following activities:

   a. Service Initiation:

      i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, and other applicable processes of the Enhanced Infrastructure Services.

      ii. Identify and document (i) the key Oracle contacts; (ii) Your technical contacts designated by You to communicate with Oracle regarding the Enhanced Infrastructure Services ("Customer Contacts"); and (iii) Oracle's escalation procedures.

      iii. Manage the creation of a joint plan (the "Delivery Plan") that will identify and document (i) Your OCI Cloud Services; (ii) Oracle's access requirements to Your OCI Cloud Services; (iii) your processes and procedures for release management, including OCI Cloud Services update cycles; (vi) pre-defined environment assessments; and (v) Oracle OCI certification programs and OCI labs available under this service description.

   b. Service Management and Governance:

      i. Prepare and maintain quarterly service delivery progress reports.

      ii. Maintain the Delivery Plan.

      iii. Perform quarterly service reviews.

      iv. Review and provide a monthly trend analysis for all Service Requests ("SRs") opened with Oracle Support related to Oracle workloads on OCI, for which You have an active cloud subscription,

      v. Prepare and maintain monthly SR reports.

      vi. Track and report Your monthly consumption and balance of Service Hours. A Service Hour is defined as one technical resource working one (1) hour to (i) perform activities listed in the Innovation Guidance and Technical Assistance or (ii) assist with escalated Critical SRs as documented in the Escalation Management section below.

2. Escalation Management

    i. Serve as Your designated point of contact for escalations initiated by You for Severity 1 SRs and those Severity 2 SRs that You and Oracle agree are critical (collectively, "Escalated critical SRs") and incidents affecting Your OCI services. The severity levels that apply to the Enhanced Infrastructure Services are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

    ii. Engage technical resources to review configurations of Oracle workloads on OCI and provide assistance with Escalated critical SRs, at Oracle's sole discretion.

3. Prioritization

    a. Prioritize Your SRs above SRs of the same severity level submitted by other OCI customers who have not purchased Enhanced Infrastructure Services.

    b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

4. Innovation Guidance and Technical Assistance

Upon Your request, and subject to the consumption of Service Hours, Oracle will provide one or more of the following activities as submitted by You in an SR:

    a. Review the configurations of one (1) of Your workload environments on OCI against Oracle's recommended practices for one (1) of the following components: database, compute, storage, network, or OCI security practices (each a "Configuration Check").

    b. Review Your operational processes of one (1) identified workload environment on OCI against Oracle's recommended practices for the following: backup and recovery, high availability, disaster recovery, and scalability (each an "Environment Review").

    c. Review Your existing OCI architecture against Oracle's recommended practices for OCI (each, an "Architecture Review").

    d. Make recommendations related to Your configurations based on the results of Configuration Checks, Environment Reviews, and/or Architecture Reviews.

    e. Provide You with technical guidance for configuration changes and recommendations identified by Oracle cloud tools, such as Cloud Advisor, Oracle Cloud Guard, Cloud Dashboards, and Cloud Observability and Management Platform.

    f. Provide technical guidance to You for issues related to scalability, integrations, configurations, extensions, automations, performance, patch analysis, and lifecycle management processes for Oracle workloads on OCI ("Technical Guidance").

    g. Upon Your request, assist You with the implementation or operationalization of recommended actions provided by Oracle as a result of Configuration Checks, Environment Reviews, Architecture Reviews, or Technical Guidance.

    h. Evaluate Your readiness to move additional workloads from Your premises to OCI based on the migration plan provided by You.

    i. Review Your readiness to commence production operations for Your planned business events and milestones, including upgrades and migrations.

    j. Assist You with the evaluation of newly available OCI services that may benefit You in Your adoption of OCI.

5. Oracle Cloud Digital Learning

a. Provide You with, and facilitate Your access to, select OCI certification programs that are part of OCI training and certification subscriptions provided by Oracle University, limited to a maximum of twenty (20) certification exam attempts for a maximum of ten (10) users.

b. Provide You with, and facilitate Your access to, OCI labs that are part of OCI training and certification subscriptions provided by Oracle University, for a maximum of ninety (90) days for a maximum of ten (10) users.

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources up to the number of days[ii] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Enhanced Support for Infrastructure:

1. Assist with SRs related to Innovation Guidance and Technical Assistance and associated activities.

2. Lead, participate in, or facilitate meetings with You.

3. Provide local language support.

Service Maximums

Enhanced Infrastructure Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency/Type
Primary Hours of Operation	Service Management and Governance	Local Business Hours
	Escalation Management	24x7
Service Language		U.S. English
Service Reviews		Monthly
Account Reviews		Quarterly
Service Hours		Up to a maximum of 288 Service Hours per year base, *plus* Up to a maximum of 576 additional Service Hours per year for every $100,000 USD (or USD equivalent) in annual net fees for Part Number B97152[1]

[1] Service Hours will be prorated based on Your actual net fees for Part Number B97152. For partial contract years the quantity of Service Hours is prorated based on the number of months in the partial contract year.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

    b. Provide Oracle with necessary user and role access required to deliver the Enhanced Infrastructure Services.

    c. Provision any tools and associated compute and storage as requested by Oracle and required for Oracle to deliver activities documented under the Innovation Guidance and Technical Assistance section, based on instructions provided by Oracle.

    d. Implement, or submit a request to Oracle to implement, recommended actions provided to You by Oracle as documented in the Innovation Guidance and Technical Assistance section above.

2. Assumptions

    a. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Enhanced Infrastructure Services on Your behalf.

    b. The Enhanced Infrastructure Services will be provided by remote delivery resources (not on Your work premises).

    c. The Enhanced Infrastructure Services may not be available for all Oracle Cloud Services.

    d. During the Services Period of Your Enhanced Infrastructure Services, if You desire services for Oracle University certifications or OCI Labs in addition to those provided pursuant to Section 4 above, You may separately purchase such services from Oracle University.

    e. You are solely responsible for the impact that the implementation of recommended actions may have on Your environments.

    f. Any services not used within the Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for Enhanced Infrastructure Services and any unused Service Hours. You may not use the fees for any services other than the Enhanced Infrastructure Services stated herein.

    g. Any services not expressly identified herein are considered out of scope.

Oracle Enhanced Support Services for SaaS

Service Offering	Part #
Oracle Enhanced Support Services for SaaS - Base Fee	B95910
Oracle Enhanced Support Services for SaaS - Proactive	B95911
Oracle Enhanced Support Services for SaaS - Learning	B95912
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B108796
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B108797
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B108794
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B108795

Description of Services

Oracle Enhanced Support Services for SaaS is available only for Oracle Fusion Cloud SaaS Services for which You have separately purchased a subscription (each, a "Supported SaaS Service") and consists of the following activities in accordance with the Service Maximums below (the "Enhanced SaaS Services"):

1.   Service Delivery Management

Oracle will assign a Technical Account Manager ("TAM") who will serve as Your primary contact for the administration of the Enhanced SaaS Services:

   a.   Service Initiation:

      i.   Conduct an orientation to introduce the resources who will assist with service setup and configuration and review the Enhanced SaaS Services with You, including Your cooperation, and applicable processes.

      ii.   Identify and document (i) the key Oracle contacts; (ii) Your technical contacts designated by You to communicate with Oracle regarding the Enhanced SaaS Services ("Customer Contacts"); and (iii) Oracle's escalation procedures.

      iii.   Manage the creation of a joint plan (the "Delivery Plan") that will identify and document (i) Your Supported SaaS Service; (ii) Your Oracle Cloud Guided Learning Service; (iii) Oracle's access requirements to Your Supported SaaS Service; (iv) the target non-production environment(s) for regression testing; (v) test scripts selected by You from the Oracle test script library for regression testing ("Applicable Test Scripts"); and (vi) your processes and procedures for release management including Oracle Fusion Cloud SaaS Service update cycles and associated regression testing execution planning.

   b.   Service Management and Governance:

      i.   Prepare and maintain quarterly service delivery progress reports.

      ii.   Maintain the Delivery Plan.

      iii.   Perform quarterly service reviews.

      iv.   Review all Oracle Support activity for service requests ("SRs") related to the Enhanced SaaS Services, including Your activity in connection with individual SRs logged by You, SR status reports, next steps, and Your SR priorities.

      v.   Serve as Your designated point of contact for Severity 1 SRs and mutually agreed upon Severity 2 SRs (collectively, "Critical SRs") and incidents affecting Your Oracle Fusion Cloud SaaS Services. The severity levels that apply to the Enhanced SaaS Services are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

2. Prioritization

   a. Prioritize Your SRs above SRs of the same severity level submitted by other Oracle Fusion Cloud SaaS Services customers.

   b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

3. Oracle Cloud Guided Learning Service

Oracle will provide the Oracle Cloud Guided Learning Service applicable to Your Supported SaaS Service(s) as follows:

   a. Provide in-application guidance and standard step-action user guides ("Base Flows") from Oracle's Base Flow library applicable to Your Supported SaaS Service(s).

      i. Your Users will be able to access the Base Flows from within the Supported SaaS Service(s) to facilitate business process training.

      ii. Oracle will provide Base Flows for commonly used tasks (as determined by Oracle).

   b. Maintain and update the Base Flows as required for new and generally available releases of the Supported SaaS Service(s) during the Services Period specified in Your order.

1. Implementation Phase Support

   a. Review Your implementation readiness to identify critical project risks, provide Oracle Cloud implementation best practices, and make recommendations to You and Your implementer.

   b. Engage with You at a regular cadence to track project risks identified during the implementation readiness review, ongoing use of Oracle Cloud implementation best practices, and the potential impact on go-live readiness.

2. Supportability Assessment

   a. If required by You prior to go-live, perform one (1) supportability assessment of Your existing functional and technical settings in Your Supported SaaS Service(s) for operational optimization ("Pre-Production Supportability Assessment").

   b. Perform post go-live supportability assessments scheduled in agreement with You ("Post Go-Live Supportability Assessment").

   c. As part of the Pre-Production and Post Go-Live Supportability Assessments, collect assessment data in collaboration with You as follows:

      i. Provide You with a guided questionnaire ("Questionnaire") to be completed by You.

      ii. Collect SR metadata from My Oracle Support.

      iii. Collect configuration specific data from Your Supported SaaS Service(s) utilizing Oracle-provided scripts that may be executed in the production and/or test environments.

   d. Upon completion of the Pre-Production or Post Go-Live Supportability Assessment, conduct a meeting to present to You findings, analysis, and recommendations as follows:

      i. Analysis of the data collected from Your Supported SaaS Service(s).

         1. Supportability score based on Your completed Questionnaire.

         2. Heat map of specific areas for optimization based on SR analysis.

         3. Heat map and/or action plan based on the results of the configuration specific data collection scripts.

3. Regression Testing

    a. Identify Your Applicable Test Scripts as defined in the Delivery Plan.

    b. Enable the regression test execution framework with testing service accounts for connection to Your Supported SaaS Service(s).

    c. Integrate test data provided by You into each Applicable Test Script.

    d. Execute the Applicable Test Scripts once per test cycle ("Applicable Test Cycle").

    e. Provide a detailed regression testing execution report upon completion of each test cycle.

    f. Maintain the Applicable Test Scripts following changes introduced as part of Your Supported SaaS Service(s) update cycles.

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Enhanced Support for SaaS:

1. Assist with SRs related to the following:

    a. Root cause analysis

    b. Issue identification and issue reproduction

    c. Constructing a reproducible test case

    d. Potential workarounds

    e. Guidance for implementing the recommended actions documented in the SR

2. Lead, participate in, or facilitate meetings with You.

3. Provide local language support.

Service Maximums

Enhanced SaaS Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency/Type
Primary Hours of Operation	Technical Account Manager	Local Business Hours
	Supportability Assessment & Regression Testing	8x5
Service Language		U.S. English
Post Go-Live Supportability Assessments		Annually
Applicable Test Scripts		Five (5) base, plus two (2) additional for every $10,000 USD (or USD equivalent) in annual net fees due for Part Number B95911

Applicable Test Cycles	Quarterly

Your Cooperation and Assumptions

1. Your Cooperation

   a. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

   b. Provide Oracle with necessary user and role access to the Supported SaaS Service(s) as required to deliver the Services. Application user accounts assigned to Oracle resources as required to deliver the Services will be excluded from Your subscription requirements.

   c. Purchase and maintain for the Services Period of the Enhanced SaaS Services a subscription for Your Supported SaaS Service(s).

   d. Configure the Supported SaaS Service(s) to allow for viewing of Base Flows based on instructions provided by Oracle.

   e. If You are registering for Oracle Cloud Guided Learning Services on behalf of Your users, provide all relevant notices to and obtain any consents from Your users required to share the information with Oracle as required to sufficiently inform Your users of the purposes for which personal information is collected.

   f. Agree that Oracle may collect for security and fraud prevention purposes, in accordance with the Oracle Privacy Policy, Your personal information in connection with Your registration for, and Oracle's provision of, the Oracle Cloud Guided Learning Services, including personal information You have entered into the command prompt when using the Oracle Cloud Guided Learning Services.

   g. Agree that Oracle may engage Oracle affiliates and third party subcontractors to assist in delivering the Oracle Cloud Guided Learning Services.

2. Assumptions

   a. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Enhanced SaaS Services on Your behalf.

   b. The Enhanced SaaS Services will be provided by remote delivery resources (not on Your work premises).

   c. The Enhanced SaaS Services may not be available for all Oracle Fusion Cloud SaaS programs or Oracle Cloud Services.

   d. Applicable Test Scripts identified in your Delivery Plan are fixed for Services Period of Your Enhanced SaaS Services. Changes or additions to selected tests may be ordered for additional fees.

   e. During the Services Period of Your Enhanced SaaS Services, You may separately purchase EDU Cloud Applications Learning Subscription – Hosted Named User (Part # B94110) for Your Supported SaaS Programs at the discount defined in Your order.

   f. The Oracle Cloud Guided Learning Service is subject to the Oracle Cloud Hosting and Delivery Policies and SaaS Cloud Services Pillar document, which may be viewed at https://www.oracle.com/contracts.

g. Notwithstanding anything to the contrary set forth in the agreement referenced in Your order, the Oracle Data Processing Agreement for Oracle Services does not apply to Oracle Cloud Guided Learning Services, as such Cloud Services only allow You to input certain personal information, such as employee names and business contact details, for which Oracle serves as a data controller and not a data processor.

h. Any services not expressly identified herein are considered out of scope.

Oracle Functional Help Desk for Oracle Cloud Hospitality – SaaS

Service Offering	Part #
Oracle Functional Help Desk for Oracle Cloud Hospitality - SaaS	B87290

Definitions

"*End Users*" means those of Your employees, agents, and contractors who are properly licensed or properly authorized to use the Oracle Programs identified in the PE (defined below).

"*Functional Help Desk Configuration Document*" means a document that specifies the technical specifications of Your PE.

"*Key Contacts*" means Your technical contacts for Oracle Premier Support, Your incident management team, and Your management escalation team.

"*Product Environment*" or "*PE*" means, as limited to the number of Oracle Cloud programs specified in Your order, and the quantity of each Oracle Cloud programs specified on the Functional Help Desk Configuration Document.

"*Services*" means Oracle Functional Help Desk Services for the PE.

"*SR*" means a service request, logged by Your End Users and/or Key Contacts, for Oracle Functional Help Desk Services.

Description of Services

During the Term (defined below), Oracle will provide the following Services:

1. Support Delivery Management

   One (1) Technical Account Manager ("TAM") will be assigned to You, as Your primary contact for the Services. The TAM shall provide the following remotely:

   a. Assist You with developing and maintaining a Functional Help Desk Configuration Document;

   b. Assist You with developing a service delivery plan for the Services which takes into account:

      i. Your current, documented business processes and end user training practices;

      ii. Your current, documented PE operational processes, including processes for incident management, testing, change management, configuration management, and escalation management; and

      iii. Your current, documented PE priorities.

   c. If available, document information, captured during the Term for the PE, on work arounds, patches, fixes and/or known errors;

   d. Document the contact details of Your Key Contacts, the contact information Key Contacts will need to contact the Oracle Functional Help Desk described in Section 2. below ("Oracle Functional Help Desk Contacts"), and the escalation process and procedures Key Contacts must follow in contacting the Oracle Functional Help Desk Contacts (all information collectively documented in the "Joint Contacts and Escalation Guide");

   e. Document the Oracle Programs setups, configurations, and technical specifications of the PE;

   f. Prepare and provide to one (1) of Your Key Contacts a monthly report which shall include:

     i. Analysis of the trends in the SRs logged by Your End Users during the reporting period; and

     ii. Identification of the patch sets, alerts, new releases, de-support notices, or new support tools applicable to the Oracle Programs in the PE that have been published by Oracle, via My Oracle Support ("MOS") during the reporting period.

g. Conduct a Services orientation for Your Key Contacts;

h. Conduct a Services delivery planning session with Your Key Contacts;

i. Assist with SR management, prioritization, and escalation in accordance with this Service Description;

j. Communicate the status of Severity 1 SRs;

k. For Oracle Cloud Programs in the PE, facilitate communications amongst Oracle Global Customer Support, Oracle Cloud Operations and Your Key Contacts; and

l. Maintain the Joint Contacts and Escalation Guide.

2. Oracle Functional Help Desk Support

Oracle Functional Help Desk Contacts will be available to perform the following activities, remotely, twenty-four (24) hours a day, seven (7) days a week ("24x7"):

a. For Oracle Programs SRs only:

     i. Receive and acknowledge Oracle Programs SR(s) that have been logged by Your End Users in MOS or by calling Oracle's designated help desk number;

     ii. Assist in gathering additional relevant information pertaining to the SR(s);

     iii. Assist in collecting system data only as necessary to address SR resolution. System data may include trace files, log files, and diagnostic information;

     iv. Diagnose underlying issues and propose an SR resolution or work around where practical;

     v. As specified in the Service Request Severity Levels section below, adjust the severity level of SR(s), if required;

     vi. As specified in the Service Request Severity Levels section below, escalate SR(s) according to severity level definitions;

     vii. Coordinate with Your incident management team to address Severity 1 SR(s);

     viii. Coordinate with Oracle Global Customer Support, Oracle Cloud Operations and You for SR(s) that cannot be resolved by the Oracle Functional Help Desk;

     ix. Monitor SR(s) and provide status updates throughout the SR lifecycle;

     x. Provide assistance with basic administrative, functional and technical incidents;

     xi. Provide assistance regarding the use and navigation of the features and functionality of the Oracle Programs, as configured in the PE;

     xii. To the extent You grant Oracle permission to assist, Oracle will provide help and provide guidance with access issues encountered by Your Users, (e.g., assistance with resetting passwords, granting new roles, and accessing work or report queues); to the extent that user administrator privileges are required, Oracle will direct such request to Your Key Contacts;

     xiii. You and Oracle agree that an SR will remain open until one of the following occurs:

1. The SR has been resolved;

2. You and Oracle agree to close the SR;

3. The SR is transferred or referred in accordance with this Service Description; or

4. The SR is determined by Oracle to be outside the scope of the Services, at which point the SR will be transferred back to one of Your Key Contacts.

xiv. SR(s) requiring operational infrastructure changes, Oracle Cloud application patches, or software updates will be addressed as set forth in the Oracle Software as a Service Support Policies as described in the Service Request Severity Levels section below.

3. Out of Scope

The Services do not include any Service that is not expressly identified in this Service Description, including but not limited to:

a. Defining, creating, designing, or implementing business practices or processes;

b. Products training;

c. Disaster recovery services;

d. System architecture design or validation;

e. Assistance, address or resolution of PE customizations, extensions, modifications, localizations, and interfaces/integrations for Oracle Programs ("CEMLIs"); and

f. Assistance, address, or resolution of Third Party Products SRs.

Performance Levels, Metrics and Targets

Oracle will use commercially reasonable efforts to achieve the performance targets listed in the following table; however, the parties agree that Oracle shall not incur any contractual, financial, or other penalty or liability if Oracle does not achieve the performance targets.

Performance Level	Performance Metric	Performance Target
Average Speed of Answer ("ASA")	The average length of time a call (SR) to the Oracle Functional Help Desk waits before being answered by Oracle	85% of all SRs are answered within 120 seconds
First Call Resolution Rate	The average rate in which the call (SR) is handled in accordance with this Service Description	65% of first call issues (SRs) are handled within 1 hour of Your initial call to the Oracle Functional Help Desk
Abandon Rate	The percentage of calls in which a caller hangs up or terminates a call to the Oracle Functional Help Desk prior to the call being answered	<= 8% for calls (SRs) that hold longer than 120 seconds

Service Request Severity Levels

1. Service Request Severity Level Assignment

Working together, the parties shall assign each SR one of the severity definitions identified in the applicable Oracle Software as a Service Support Policies, which are available at

http://www.oracle.com/us/support/library/saas-support-policies-069195.pdf . The Severity Level of an Oracle program SR may be upgraded or downgraded, using the severity definitions, by the parties as set forth in the following two paragraphs.

2. Downgrading Severity Levels

If, during the SR process, the incident no longer warrants the Severity Level currently assigned to it, then the Severity Level may be downgraded to a lower Severity Level that most accurately reflects the current impact of the incident.

3. Upgrading Severity Levels

If during the SR process, the incident warrants the assignment of a higher Severity Level, then the Severity Level may be upgraded to a higher Severity Level that most accurately reflects the then current impact of the incident. When requesting the designation of a higher Severity Level, You must provide Oracle with sufficient information that demonstrates the increased adverse impact of the SR on Your use of the Oracle Programs in the PE.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. General

   i. Restrict Oracle's access to any content or information that imposes privacy, security, or regulatory cooperation greater than those specified in this order.

   ii. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

   iii. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

   iv. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

   v. In the event that there is a change to the Services such that Oracle employees will be required to perform the Services at Your work site, then as required by U.S. Department of Labor regulations (20 CFR 655.734), You will allow Oracle to post a Notice regarding Oracle H-1B employee(s) at the work site prior to the employee's arrival on site.

   vi. Purchase and maintain Oracle Functional Help Desk for all Oracle Programs and quantities identified in Your orders for the Cloud Services for which Oracle Functional Help Desk is available, for the full service periods of all such Cloud Services.

b. Functional and Technical Support

   i. Implement all recommendations, provided by Oracle to You, to modify the PE to facilitate Oracle's performance of the Services. Oracle reserves the right to suspend or cease the performance of the Services if You fail to implement recommendations as and when required by Oracle;

   ii. Log all SRs in MOS or by calling Oracle's designated help desk number;

   iii. Work with Oracle to assign a Severity Level, per the severity definitions identified in the Oracle Software as a Service Support Policies referenced in the Service Request

Severity Levels section above, and criteria identified in the Service Request Severity Levels section above, to each SR;

iv. While an SR is at Severity Level 1, have a Key Contact available twenty-four (24) hours per day, seven (7) days per week, to provide information requested by Oracle, answer questions and participate in diagnostics;

v. Provide accurate business impact details for Severity Level 1 and Severity Level 2 SRs;

vi. Maintain responsibility for SRs that are not within the scope of the Services;

vii. Provide overall SR management coordination for all products in the PE;

viii. Assist Oracle with SR analysis, data collection, and resolution;

ix. Validate any data correction and/or modifications to the PE;

x. Initiate escalation procedures documented in the Joint Contacts and Escalation Guide for Severity Level 1 and Severity Level 2 SRs;

xi. At Oracle's request, promptly identify to Oracle, and ensure the availability of, Your appropriate technical resources for assistance with resolution of SRs;

xii. Perform all functional regression, unit and user acceptance testing for SR resolutions and work arounds provided by Oracle;

xiii. Manage the setup and management of Your end users;

xiv. Provide information on PE functional setups and configurations;

xv. Test any change, modification, update, or upgrade made to the PE;

xvi. Adhere to Oracle's recommended practices, for instance, strategy and code promotion, as part of Your overall release management process;

xvii.   Prior to the commencement of the Services, provide to the TAM Your functional setups and configuration documents, business process flow documents, user acceptance test case documents, functional specifications, technical specifications, technical architecture documents, service operations training guides and other appropriate documentation for all Oracle products in the PE;

xviii.   Prior to the commencement of the Services, provide all documentation and training to Oracle with respect to Your internal processes and tools relevant to the performance of the Services;

xix. Prior to the commencement of the Services, ensure all end users are properly trained on how to use all Oracle products and the PE; and

xx. Provide Oracle with User administrator access to the Oracle programs to extent necessary for Oracle to perform the Services set forth in this Service Description.

c. Changes to the PE

i. Planned changes

Notify the Oracle Functional Help Desk Contacts designated in the Joint Contacts and Escalation Guide, and the TAM, of mutually agreed planned changes to the PE at least forty-eight (48) hours in advance of the planned change; and

ii. Emergency changes

Notify the Oracle Functional Help Desk Contacts designated in the Joint Contacts and Escalation Guide, and the TAM, of emergency changes to the PE at least four (4) hours in advance of the emergency change.

2. Assumptions

    a. The Services are provided remotely. Oracle may provide the Services by phone, via a customer-specific web portal (if ordered), and/or via electronic communication.

    b. Except for those Services identified in this Service Description as Services to be provided twenty four (24) hours a day, seven (7) days a week ("24x7"), Services are delivered during local business days and hours, excluding local public holidays, in the time zone of Your sites. Services are not available during non-business hours unless otherwise specified in the Service Description. Services designated "24x7" may be delivered at any time of day, seven days a week, including local public holidays.

    c. SRs shall only be submitted via MOS or by calling Oracle's designated help desk number;

    d. Only Key Contacts may communicate with the Oracle Functional Help Desk Contacts regarding the Support Delivery Management Services set forth in Section 1. above;

    e. Each SR must relate to a single issue only. While additional issues may arise out of an earlier issue for which an SR had previously been submitted, such subsequent issues shall be considered new issues for purposes of this Service Description and a separate SR must be created for each such new issue;

    f. Notwithstanding any provision or interpretation of this Service Description to the contrary, the Services under this Service Description do not include, and Oracle shall not be responsible for, the quality and/or time for response, restoration or resolution of service requests opened with any third party.

Oracle Mission Critical Response for Cloud

Service Offering	Part #
Oracle Mission Critical Response for Cloud – Infrastructure Base Fee	B97131
Oracle Mission Critical Response for Cloud - Infrastructure	B97132
Oracle Mission Critical Response for Cloud - SaaS Base Fee	B97133
Oracle Mission Critical Response for Cloud - SaaS	B97134
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B108796
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B108797
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B108794
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B108795

Description of Services

Oracle Mission Critical Response for Cloud consists of the following activities for Oracle Cloud Infrastructure (OCI) Cloud Services and Oracle Software as a Service ("SaaS") Cloud Services, for which You have separately purchased a subscription (collectively, the "Identified Cloud Services"), in accordance with the Service Maximums table below (the "Mission Critical Response Services"):

1. Service Delivery Management - Proactive Support

    Oracle will assign a Technical Account Manager ("TAM"), who will serve as Your primary contact for the following activities:

    a. Service Initiation:

        i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, and applicable processes of the Mission Critical Response Services.

        ii. Identify and document (i) the key Oracle contacts; (ii) Your technical contacts designated by You to communicate with Oracle regarding the Mission Critical Response Services ("Customer Contacts"), including a designated contact with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description (Your "Approver"); and (iii) Oracle's escalation procedures.

        iii. Review the data discovery questionnaire (the "Questionnaire") completed by You.

        iv. Manage the creation of a document that will identify and document the following (collectively, "Discovery Data"): (i) Your Identified Cloud Services based on the Questionnaire; (ii) Your applications running in Your Identified Cloud Services (the "Identified Applications"); (iii) Your mission critical applications and business flows operating in the Identified Cloud Services; (iv) Your processes and procedures for release management, including Oracle Cloud Services update cycles; (v) Your Oracle Customer Support Identifiers ("CSIs") and associated Customer Contacts; and (vi) Your primary contacts for each of Your Identified Applications ("Primary Owner").

    b. Service Management and Governance:

        i. Prepare and maintain quarterly service delivery progress reports.

        ii. Maintain the Discovery Data.

iii. Perform quarterly service reviews.

iv. Review all Oracle Support activity for Service Requests ("SRs") related to the Mission Critical Response Services, including Your activity in connection with individual SRs logged by You, SR status reports, next steps, and Your SR priorities.

v. Prepare and maintain monthly SR reports.

2. Prioritization

a. Prioritize Your SRs above SRs of the same severity level submitted by other Oracle Cloud Services customers who have not purchased Mission Critical Response Services.

b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

3. Severity 1 SR Triage Assistance - Proactive Support

The severity levels that apply to the Mission Critical Response Services are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

Oracle will provide You with a dedicated telephone number to contact Oracle 24 hours a day, 7 days a week (24x7) to engage a resource to triage Your Severity 1 SR and serve as Your initial point of contact (the "Triage Engineer") to assist with the following:

a. Assess the critical business impact of the incident for which the Severity 1 SR was logged.

b. Validate and update the SR content to include the following, as applicable:

i. Steps to reproduce the issue, if available.

ii. Documentation of recent changes.

iii. Potential workarounds that have been used to prevent the issue.

iv. Logs, screenshots, or other diagnostic information that may be used to determine a possible resolution or workaround for the issue.

v. Content from the Discovery Data that may assist in finding a resolution for the Severity 1 SR.

c. Engage Your documented Primary Owner.

d. Upon qualification of the SR, escalate the SR to Oracle's command center using the command center escalation process documented below, if applicable.

4. Command Center Escalation Assistance - Proactive Support

At the request of Your Approver, the Triage Engineer will escalate a Severity 1 SR to Oracle's command center, in accordance with the Service Maximums table, as follows:

a. Initiate a web conference session with Oracle's command center team.

b. Review the SR with Your documented Primary Owner(s), including the following:

i. Review potential workarounds.

ii. Discuss possible corrective actions.

iii. Identify Oracle products, services, or Identified Applications that may be contributing to the issue.

c. Engage additional Oracle support teams or resources as needed to address the issue.

d. Ask Your Primary Owner(s) to engage third party providers for specific Identified Applications, as needed.

    e.   Document the incident and provide periodic updates to Your Customer Contacts.

    f.   Disengage the command center when (i) an action plan to resolve the incident has been identified and initiated or (ii) You de-escalate the SR.

5. SR Assessments

    a. Assess Your SRs and provide recommendations to assist You with preventing potential recurrences of Severity 1 incidents with critical business impact, including the following:

        i.   Review the status of the recommended actions provided by Oracle to You as a result of Severity 1 SRs.

        ii. Recommend operational changes or available product updates to address potential stability issues in Your Identified Cloud Services environment.

        iii. Recommend architectural changes to address potential resiliency issues in Your Identified Cloud Services environment.

        iv. Recommend additional Oracle Cloud Services documentation or Oracle University training related to the functionality or technical operation of the Identified Cloud Services for which You have submitted Severity 1 SRs.

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Mission Critical Response:

1. Assist with SRs related to the following:

    a. Root cause analysis

    b. Issue identification and issue reproduction

    c. Constructing a reproducible test case

    d. Potential workarounds

    e. Guidance on implementing the recommended actions documented in the SR

2. Lead, participate in, or facilitate meetings with You.

3. Provide local language support.

Service Maximums

Oracle Mission Critical Response Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency/Type
Primary Hours of Operation	TAM	Local Business Hours
	Severity 1 SR triage and command center escalation	24 hours a day, 7 days a week (24x7)

Service Language	U.S. English
Service Reviews	Monthly
Account Reviews	Quarterly
Severity 1 SR triage and command center escalations	Three (3) SRs per quarter, *plus* Three (3) additional SRs per quarter for every $50,000 USD (or USD equivalent) in annual net fees for Part Number BB97132 or Part Number B97134

Your Cooperation and Assumptions

1. Your Cooperation

    Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Promptly return the completed Questionnaire provided by Oracle.

    b. Identify each of Your Customer Contacts and Primary Owners by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

    c. Provide details for Your Identified Cloud Services and Identified Applications, including CSIs, service providers, and other details as required for the creation of the Discovery Data.

    • Provide Oracle with necessary user and role access required to deliver the Mission Critical Response Services.

2. Assumptions

    d. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Mission Critical Support Services on Your behalf.

    a. The Mission Critical Response Services will be provided by remote delivery resources (not on Your work premises).

    b. The Mission Critical Response Services may not be available for all Oracle Cloud Services.

    c. Any services not expressly identified herein are considered out of scope.

Oracle Solution Support Center for Platform as a Service (”PaaS”) and Infrastructure as a Service (“IaaS”)

Service Offering	Part #
Oracle Solution Support Center for PaaS, IaaS, and UCM: Base Fee	B90795
Oracle Solution Support Center for PaaS, IaaS, and UCM	B90796
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B87709
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer –Day	B87708
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B87706

Description of Services

1. Support Delivery Management

    A Technical Account Manager (“TAM”) will be assigned to You, as Your primary contact for the Services. Your TAM shall provide and/or assist with the following Services (”Services”):

    a. Prepare and maintain a Service delivery plan;

    b. Document the contact details for key Oracle contacts, Your technical contacts for Oracle Cloud Services, and management escalation team (“Customer Contacts”) and Oracle's escalation procedures (“Joint Contacts and Escalation Guide”);

    c. Document the technical specifications of Your Oracle Cloud Services environment (“Environment and Configuration Guide”);

    d. Prepare and provide quarterly Service delivery plan progress reports;

    e. Provide access to a customer-specific web portal;

    f. Assist with conducting an orientation for Your Customer Contacts;

    g. Assist with conducting a delivery planning session and maintaining the Service delivery plan;

    h. Assist with conducting quarterly Service delivery plan reviews;

    i. Assist with reviewing all applicable Oracle Cloud Services activity related to the items identified in the Environment and Configuration Guide, including Service Request (“SR”) activity in connection with individual SRs logged by Your Customer Contacts. The review may consist of status reports, next steps, if any, and review of Your SR priorities;

    j. Assist with SR management, prioritization and escalation;

    k. Assist with communicating the status of Your SR(s) to Your Customer Contact(s), as requested;

    l. Assist with facilitating communications between Oracle and Your Customer Contacts; and

    m. Assist with maintaining the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

2. Assistance on Service Requests

   a. A dedicated toll-free telephone number will be assigned to You. A focused team of Solution Support Center engineers led by a named Oracle Advanced Support Engineer ("ASE") will be assigned to You. You may contact the ASE via this dedicated toll-free telephone number. The ASE is available during local business hours.

   b. The focused team of Solution Support Center engineers will respond to all Severity 1 and mutually agreed upon Severity 2 SRs, collectively ("critical SRs").

   c. Severity 2, 3 and 4 issues that arise during non-business hours will be addressed the next business day.

      i. You may only submit SRs and/or call your ASE with issues related to the Cloud Services which have been documented within Your Environment and Configuration Guide.

3. Critical Service Requests

   For the Oracle Cloud Services documented in Your Environment and Configuration Guide, the TAM and ASE are the designated points of contact for critical SRs and shall provide the following Services for the quantity defined in the Environment and Configuration Guide:

   a. Conduct SR analysis;

   b. Assist with issue identification and issue reproduction;

   c. Assist with constructing a reproducible test case required by Oracle Cloud Services to address an SR and help determine a workaround for the issue;

   d. Assist with potential workarounds;

   e. Provide guidance to implement the recommendations documented in the SR;

   f. Assist with testing prior to production implementation of any recommendations;

   g. Provide advice and recommendations regarding the operation, configuration and use of the applicable Oracle Cloud Support Services tools for Your Oracle Cloud Services identified in the Environment and Configuration Guide; and

   h. Notify You of Oracle alerts, releases and patches related the Oracle Cloud Services in the Environment and Configuration Guide, including critical patch updates.

4. Service Request Prioritization

   Oracle will prioritize Your SRs above SRs of the same severity level submitted by other Oracle Cloud Services customers. Reasonable efforts will be made to respond to Your SRs per the following guidelines ("SR Response Guidelines"):

   a. 90% of Severity 1 SRs within fifteen (15) minutes (available 24x7);

   b. 90% of Severity 2 SRs within two (2) local business hours;

   c. 90% of Severity 3 SRs within the next local business day; and

   d. 90% of Severity 4 SRs within the next local business day.

5. Supplemental Deliverables

   a. Supplemental Deliverable Entitlement (B90795):   Oracle will provide up to two (2) supplemental deliverables per quarter for Part Number B90795: Oracle Solution Support Center for PaaS and IaaS: Base Fee. Supplemental deliverables for part number B90795 do not accumulate year-over-year and any unused supplemental deliverables at the end of a one year period shall be forfeited.

b. Supplemental Deliverable Entitlement (B90796): Oracle will provide one additional supplemental deliverable per quarter, for each $120,000 USD (or USD equivalent) in annual net fees due.

For Part Number B90796: Oracle Solution Support Center for PaaS and IaaS. Supplemental deliverables for Part Number B90796 do not accumulate quarter-over-quarter and any unused supplemental deliverables at the end of a quarter shall be forfeited.

c. Requesting Supplemental Deliverables

During the Services term, you may request, and Oracle will provide any of the following supplemental deliverables subject to the supplemental deliverable entitlements specified in this section:

i. Workload Migration Blueprints: Oracle will review Your cloud workload migration blueprint against Your documented critical success factors and validate Your Oracle Cloud Services environment, including Your network access and security protocols, are provisioned to Your requirements.

ii. High Availability and/or Disaster Recovery Plan: Oracle will review Your high availability and/or disaster recovery plan in an effort to mitigate single point(s) of failure and assess whether appropriate load balancing and/or resilience techniques are implemented to meet recovery time objectives ("RTO") and/or recovery point objectives ("RPO").

iii. Security Assessment: Oracle will review Your Oracle Cloud Services security policies for vulnerabilities. Oracle will provide a report describing the analysis and recommendations.

iv. DevOps Assessment: Oracle will review Your DevOps strategy to identify changes that may improve provisioning or operations. Oracle will provide a report describing the analysis and recommendations.

v. Configuration Assessment: Oracle will review an individual Oracle Cloud Services deployment in four key areas: Security, Availability, Faults, Performance and Optimizing Costs. Oracle will provide a report describing the analysis and recommendations.

vi. Network Assessment: Oracle will review Your Oracle Cloud Services network plans for points of vulnerability and risk and provide recommendations. Oracle will provide a report describing the analysis and recommendations.

vii. Third Party Interoperability: Oracle will assist You with questions related to interoperability of the Oracle Cloud Services with certified third party products. Oracle will provide a report describing the analysis and recommendations.

viii. Planned or Deployed Workload Architecture: Oracle will review Your Oracle Cloud Services architecture choices including compute, storage, and performance and scaling (shapes). Oracle will provide a report describing the analysis and recommendations.

ix. Standby Coverage. Upon Your request to Your TAM, Oracle will provide technical standby coverage for up to the number of non-Severity 1 issues (e.g., software upgrades, patch set applications, data purges) designated in the Environment and Configuration Guide. The standby coverage will be provided by Your primary ASE or designee for up to twenty-four (24) consecutive hours.

6. Reporting

Oracle will provide quarterly reports and conduct programmatic reviews.

7. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for *Oracle Solution Support Center for PaaS and IaaS*:

    a. Assist with SRs not defined as critical SRs that are related to the following:

        i. Root cause analysis

        ii. Issue identification and issue reproduction

        iii. Constructing a reproducible test case

        iv. Potential workarounds

        v. Guidance to implement recommendations documented in the SR

    b. Lead, participate in, or facilitate meetings with You

    c. Local language support

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. If applicable, maintain the properly configured software and operating system platform to support the Services.

    b. If applicable, obtain and maintain for the duration of the Services ,under separate contract, licenses and annual technical support for any necessary Oracle software and hardware programs.

    c. Designate and identify by name, phone number, e-mail address and other appropriate contact methods, each of Your Customer Contacts.

    d. Apply bug fixes, critical patches and configuration recommendations provided as part of the Oracle Cloud Services within a commercially reasonable period of time.

    e. Assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

    f. If requested by Oracle, provide a test environment and, if applicable, a non-customized code test environment, for testing patches and troubleshooting issues.

    g. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

    h. Limit Oracle's access to the Oracle Cloud Services to the extent necessary for Oracle to perform the Services under this Service Description.

    i. Prior to commencement of the Services under this Service Description, inform Oracle of any storage, compute, CPU, application, or environment modifications that may affect Oracle's performance of the Services under this Service Description.

2. Assumptions

a. Only Customer Contacts may communicate with Oracle regarding the delivery of the Services or deliverables, if any.

b. The current definition of Oracle's Severity Levels is available in the applicable Oracle Cloud Hosting and Delivery Policies which may be accessed at http://www.oracle.com/support/policies.html.

c. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

d. Any other services not expressly identified herein are out of scope.

Oracle Solution Support Center for Software as a Service ("SaaS")

Service Offering	Part #
Oracle Solution Support Center for SaaS: Base Fee	B90813
Oracle Solution Support Center for SaaS	B90626
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B108794
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B108795
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B108796
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B108797

Description of Services

1. Support Delivery Management

   A Technical Account Manager ("TAM") will be assigned to You, as Your primary contact for the Services. The TAM will be available during local business hours and shall provide and/or assist with the following services (the "Services"):

   a. Prepare and maintain a service delivery plan;

   b. Document the contact details for key Oracle contacts, Your technical contacts for Oracle Software as a Service (SaaS) and management escalation team ("Customer Contacts"), and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");

   c. Document the technical specifications of Your Oracle SaaS environment ("Environment and Configuration Guide");

   d. Prepare and provide quarterly Service delivery plan progress reports;

   e. Provide access to a customer-specific web portal;

   f. Assist with conducting an orientation for Your Customer Contacts;

   g. Assist with conducting a delivery planning session and maintaining the Service delivery plan;

   h. Assist with conducting quarterly Service delivery plan reviews;

   i. Assist with reviewing all applicable Oracle SaaS activity related to the items identified in the Environment and Configuration Guide, including Service Request ("SR") activity in connection with individual SRs logged by Your Customer Contacts. The review may consist of status reports, next steps, if any, and review of Your SR priorities;

   j. Assist with SR management, prioritization and escalation;

   k. Assist with communicating the status of Your SR(s) to Your Customer Contact(s), as requested;

   l. Assist with facilitating communications between Oracle and Your Customer Contacts; and

   m. Assist with maintaining the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

2. Assistance on Service Requests

   a. A dedicated toll-free telephone number will be assigned to You. A focused team of Solution Support Center engineers led by a named Oracle Advanced Support Engineer ("ASE") will be assigned to You. You may contact the ASE via this dedicated toll-free telephone number. The ASE is available during local business hours.

b. The focused team of Solution Support Center engineers will respond to all Severity 1 and mutually agreed upon Severity 2 SRs (collectively, "Critical SRs").

c. Severity 2, 3 and 4 issues that arise during non-business hours will be addressed the next business day.

d. You may only submit SRs and/or call your ASE with issues related to the Oracle SaaS Services which have been documented within Your Environment and Configuration Guide.

3. Critical Service Requests

For the Oracle SaaS Services documented in Your Environment and Configuration Guide, the TAM and ASE are the designated points of contact for Critical SRs and shall provide the following Services for the quantity identified in the Environment and Configuration Guide.

a. Conduct SR analysis;

b. Assist with issue identification and issue reproduction;

c. Assist with constructing a reproducible test case required by Oracle SaaS Services to address an SR and help determine a workaround for the issue;

d. Assist with potential workarounds;

e. Provide guidance to implement the recommendations documented in the SR;

f. Assist with testing prior to production implementation of any recommendations;

g. Provide advice and recommendations regarding the operation, configuration and use of the applicable Oracle SaaS Support Services tools for Your Oracle SaaS Services identified in the Environment and Configuration Guide; and

h. Notify You of Oracle alerts, releases, and patches related to Your Oracle SaaS Services in the Environment and Configuration Guide, including critical patch updates.

4. Service Request Prioritization

Oracle will prioritize Your SRs above SRs of the same severity level submitted by other Oracle SaaS Services customers. Reasonable efforts will be made to respond to Your SRs per the following guidelines ("SR Response Guidelines"):

a. 90% of Severity 1 SRs within fifteen (15) minutes (available 24x7);

b. 90% of Severity 2 SRs within two (2) local business hours;

c. 90% of Severity 3 SRs within three (3) local business hours; and

d. 90% of Severity 4 SRs within eight (8) local business hours.

5. Supplemental Deliverables

a. Supplemental Deliverable Entitlement (B90813): Oracle will provide up to one (1) supplemental deliverable per quarter for Part Number B90813: Oracle Solution Support Center for SaaS: Base Fee. For clarification, a quarter shall be the three month period beginning on the effective date of the Oracle Solution Support Center for SaaS services and every three month period thereafter. Supplemental deliverables for part number B90813 expire at the end of each quarter of service and any unused supplemental deliverables remaining at the end of such quarter shall be forfeited.

b. Supplemental Deliverable Entitlement (B90626): Oracle will provide one (1) additional supplemental deliverable per quarter, for each $120,000 USD (or USD equivalent) in annual net fees due for Part Number B90626: Oracle Solution Support Center for SaaS.

For clarification, a quarter shall be the three month period beginning on the effective date of the Oracle Solution Support Center for SaaS services and every three month period thereafter. Supplemental deliverables for Part Number B90626 expire at the end of each quarter of service and any unused supplemental deliverables remaining at the end of such quarter shall be forfeited.

c. <u>Requesting Supplemental Deliverables:</u> During the Services term, you may request, and Oracle will provide any of the following supplemental deliverables subject to the supplemental deliverable entitlement specified in this Section:

   i. <u>SaaS to PaaS/IaaS Configuration Assessment</u>: Oracle will review an individual Oracle SaaS deployment in five key areas: security, availability, faults, performance and optimizing costs for up to two (2) interfaces You have built between the Oracle SaaS documented in Your Environment and Configuration Guide and Oracle Platform as a Service ("PaaS") or Oracle Infrastructure as a Service ("IaaS"). Oracle will provide a report describing the analysis and recommendations.

   ii. <u>Fusion SaaS Fast Formula Assessment</u>: Oracle will review up to ten (10) Fusion Fast Formulas You have deployed or plan to deploy for Oracle Fusion Cloud in three key areas: security, availability and performance. Oracle will provide a report describing the analysis and recommendations.

   iii. <u>Critical Process Monitoring Assessment</u>: Oracle will review your methodology for monitoring your critical business processes to identify changes that may improve effectiveness. Oracle will provide a report describing the analysis and recommendations.

   iv. <u>Business Process Optimization Assessment</u>: Oracle will review a business process and identify new functionality that may improve effective use of the Oracle SaaS Services documented in Your Environment and Configuration Guide. Oracle will provide a report describing the analysis and recommendations.

   v. <u>Integration Planning Assessment</u>: Oracle will review your plan for new integrations with other Oracle Cloud Services or Third Party Software including connectivity, API planned usage and performance. Oracle will provide a report describing the analysis and recommendations.

   vi. <u>Interoperability Assessment</u>: Oracle will review interoperability of up to two (2) Oracle SaaS Services documented in Your Environment and Configuration Guide with Your on-premises products, other Oracle Cloud Services, or Third Party SaaS products. Oracle will provide a report describing the analysis and recommendations.

   vii. <u>RightNow PCI Cloud/US Government Cloud Customization and Configuration Annual Assessment</u>: Oracle will review Your new or modified customizations and configurations for compliance with applicable RightNow PCI Cloud or US Government Cloud platform requirements. Your TAM will provide You a report detailing the findings. Once You have remediated any non-compliant customizations or configurations, Your TAM will provide an updated report.

   viii. <u>DevOps Assessment</u>: Oracle will review Your DevOps strategy to identify changes that may improve provisioning or operations. Oracle will provide a report describing the analysis and recommendations.

   ix. <u>Standby Coverage</u>. Upon Your request to Your TAM, Oracle will provide technical standby coverage for non-Severity 1 issues (e.g., software upgrade, patch set applications, data purges) designated in the Environment and Configuration Guide.

The standby coverage will be provided by Your primary ASE or designee for up to twenty-four (24) consecutive hours.

6. Reporting

Oracle will provide quarterly reports and conduct programmatic reviews.

7. Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources").

These Supplemental Resources may assist with one or more of the following activities in furtherance of the services provided under Your order for Oracle Solution Support Center for SaaS:

   a. Assist with SRs not defined as critical SRs that are related to the following:

      i. Root cause analysis

      ii. Issue identification and issue reproduction

      iii. Constructing a reproducible test case

      iv. Potential workarounds

      v. Guidance to implement recommendations documented in the SR

   b. Lead, participate in, or facilitate meetings with You

   c. Local language support

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Designate and identify by name, phone number, e-mail address and other appropriate contact methods, each of Your Customer Contacts.

   b. Apply configuration recommendations provided as part of the Oracle SaaS Services within a commercially reasonable period of time.

   c. Assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

   d. If requested by Oracle, provide a test environment and, if applicable, a non-customized code test environment, for testing patches and troubleshooting issues.

   e. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

   f. Limit Oracle's access to the Oracle SaaS Services to the extent necessary for Oracle to perform the Services under this Service Description.

   g. Prior to commencement of the Services under this Service Description, inform Oracle of any application or environment modifications that may affect Oracle's performance of the Services under this Service Description.

    h.   Purchase and maintain Oracle Solution Support Center for SaaS for all Oracle SaaS Services and quantities identified in Your order for which Oracle Solution Support Center for SaaS is available,

2.   Assumptions

    a.   Only Customer Contacts may communicate with Oracle regarding the delivery of the Services or deliverables.

    b.   The current definition of Oracle's Severity Levels is available in the applicable Oracle Cloud Hosting and Delivery Policies which may be accessed at http://www.oracle.com/support/policies.html.

    c.   Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    d.   Any other services not expressly identified herein are out of scope.

Advanced Support Knowledge Workshop for Oracle Cloud

Service Offering	Part #
Advanced Support Knowledge Workshop for Oracle Cloud	B87738
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B87706
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707
Oracle ACS Supplemental Resource for Oracle Cloud – Advanced Support Engineer - Day	B87708
Oracle ACS Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer - Day	B87709

Description of Services

1. Oracle will provide You with one (1) Oracle Advanced Support Knowledge Workshop (the "Workshop") by performing the following Services:

   a. Conduct a preliminary meeting and orientation to discuss and determine the following:

      i. Review Your knowledge development goals and objectives;

      ii. Identify any existing applicable content from the Workshop repository;

      iii. Provide recommendations regarding content for the Workshop and discuss any requests, by You, to modify the Workshop content; and

      iv. Determine the location, audience (i.e., database administrators, developers, IT operations staff, etc.) and dates for each Workshop.

   b. Provide one (1) Workshop presentation, for up to four (4) hours, not to exceed thirty (30) attendees;

   c. Provide up to sixteen (16) person hours of post presentation guidance, for up to four (4) attendees of the Workshop presentation; and

   d. Conduct a final meeting to review the Oracle Advanced Support Knowledge Workshop Services.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Advanced Support Knowledge Workshop services, up to the maximum number of days[i] per resource role as set forth in Your order.

Assumptions

1. Modifications to the Workshop content are subject to Oracle's change control process.

2. A "person hour" is defined as one (1) person working up to sixty (60) minutes.

3. In the event the post presentation guidance is provided on-site, such guidance will be provided in two (2) eight (8) hour increments; otherwise, guidance provided remotely will be performed in a minimum of two (2) hour increments.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

Oracle Database Upgrade Service

Service Offering	Part #
Oracle Database Upgrade Package for Cloud - Small	B94042
Oracle Database Upgrade Package for Cloud - Medium	B94043
Oracle Database Upgrade Package for Cloud - Large	B94044
Oracle Database Upgrade Service for Cloud - RAC Cluster Option	B94944
Oracle Database Upgrade Service for Cloud - Multitenant Configuration Option	B94945
Oracle Database Upgrade Service for Cloud - SQL Regression Assessment with RAT Option	B95173
Oracle Database Upgrade Service for Cloud - Additional Oracle Homes Option	B94946
Oracle Database Upgrade Service for Cloud - Additional Oracle Databases Option	B94947

Description of Services

Oracle will upgrade Your existing on-premises or Oracle Cloud Infrastructure (OCI) Oracle Database environments ("Source Environments") to the most current, generally available release of the Oracle Database ("Upgraded Environment") in accordance with the Service Maximums by performing the following (the "DB Upgrade Services"):

Upgrade Planning

1. Provide to You the upgrade planning review questionnaire (the "Pre-Sales Questionnaire") to be completed by You.

2. Assign an Oracle project manager as the single point of contact for the DB Upgrade Services with appropriate level of authority.

3. Conduct a preliminary meeting to review the DB Upgrade Services, applicable add-on options, Your business and technical requirements, and the Pre-Sales Questionnaire.

4. Collect Oracle Database environment data, server and database configuration data, and patching history.

5. Conduct a readiness planning workshop to review upgrade options and select the upgrade approach.

6. Review and analyze Your upgrade planning information (i.e., configurations, patching, technical design specifications, upgrade plan), and Your completed Pre-Sales Questionnaire.

7. Provide an upgrade planning report that identifies upgrade test plans (i.e., functional, performance, unit) and issues, details the various upgrade options, and provides upgrade and downgrade recommendations.

8. Conduct a meeting to review the upgrade planning report with You.

Impact Analysis

1. Provide a review and analysis of potential effects of the upgrade on Your existing Oracle Database environment which may include the following:

   a. Collect and review current data regarding Your Source Environments, including database performance and configuration data.

    b. Collect, review, and evaluate relevant Oracle Database patching data for the target Oracle Database release, including critical patch updates ("CPU").

    c. Identify potential issues that may impact the upgrade and any required changes to Your upgrade plan to address the identified issues.

2. Prepare a report detailing the identified issues and any recommendations.

3. Conduct a meeting to review the report with You.

Test Database Upgrade

1. Conduct an upgrade in a non-production Oracle Database environment created by You, which mirrors Your existing Source Environment set forth in the Pre-Sales Questionnaire and may include the following:

    a. Create a single tenant Container Database ("CDB").

    b. Capture Structured Query Language ("SQL") execution plans and statistics from Your current production database.

    c. Upgrade Your non-production Oracle Database to the most current, generally available Oracle Database release.

    d. Assist You with post upgrade testing using the test plans provided by You.

    e. Conduct database performance tuning on Your non-production Oracle Database environment.

    f. Preserve the results of database performance tuning (i.e., export SQL baselines, profiles, and statistics) for the duration defined in the Service Maximums table (the "Tuning Result Retention Period").

2. Provide a report of issues identified during the test upgrade and provide recommendations to address such issues (the "Report of Findings").

3. Conduct a meeting with You to review the Report of Findings.

Production Database Upgrade

1. Create a single tenant CDB.

2. Upgrade Your existing production Source Environment(s), documented in the Pre-Sales Questionnaire, to the most current generally available Oracle Database release.

3. Assist You to test, tune, and address issues in Your Upgraded Oracle Database Environment using test plans provided by You.

4. Provide a Report of Findings for any issues identified during the Production Database Upgrade.

5. Conduct a final meeting with You to review the Report of Findings.

Go-Live Assistance

1. Provide the following in support of Your Go-Live ("Go-Live Assistance"):

    a. One (1) week prior to Go-Live, establish a Go-Live assistance plan.

    b. Provide up to three (3) continuous eight (8) hour days of assistance consisting of two (2) days prior to Go-Live and one (1) day post Go-Live.

    c. Document progress and status during Go-Live Assistance.

    d. Conduct a final meeting to review the final status of Go-Live.

RAC Cluster Option – B94944

If included in Your order, Oracle will provide DB Upgrade Services for databases supporting Oracle Real Application Clusters ("RAC"), each with up to four (4) nodes, for one (1) non-production RAC cluster and one (1) production RAC cluster, including Oracle Grid Infrastructure ("GI"), in accordance with the Service Maximums:

1. Collect and review relevant Oracle GI patching data for the target release.

2. Run the RAC upgrade readiness assessment tool.

3. Run the cluster verification readiness assessment utility.

4. Upgrade Your existing Oracle GI Source Environments to the most current, generally available Oracle GI release.

5. Apply required Oracle GI patches following the Oracle GI upgrade.

Multitenant Configuration Option – B94945

If included in Your order, Oracle will configure up to ten (10) pluggable databases ("PDBs") for in place consolidation in accordance with the Service Maximums:

1. Work with You to identify the Oracle Databases to be converted to PDBs.

2. Work with You to define a plan detailing the structure of the CDBs and PDBs.

3. Upon completion of the DB Upgrade:

   a. Create the CDBs.

   b. Create the PDBs using metadata from the appropriate source databases.

   c. Plug the newly created PDBs into the CDB.

   d. Execute scripts to remove unnecessary metadata from the multitenant environment.

SQL Regression Assessment with RAT Option – B95173

If included in Your order, Oracle will provide a SQL regression assessment using Oracle Real Application Testing ("RAT") for one (1) of Your production Oracle Databases:

1. Work with You to identify the SQL statements that require assessment.

2. Reset Automatic Workload Repository (AWR) retention in the production database, as required.

3. Capture SQL tuning sets ("STS") in the production database.

4. Export STS from the source production database.

5. Import STS to the upgraded non-production database.

6. Execute SQL performance analyzer to measure the impact of the system change on the performance of the identified SQL statements.

7. Produce and analyze SQL compare reports.

8. Provide a report documenting recommendations for the top ten (10) SQL statements impacted by the system change.

9. Review the report and recommendations with You.

Additional Oracle Homes Option – B94946

If you have purchased B94044 - Oracle Database Upgrade Package for Cloud – Large, You may purchase DB Upgrade Services for one (1) additional Oracle Home.

Additional Oracle Database Option – B94947

If you have purchased B94044 - Oracle Database Upgrade Package for Cloud – Large, You may purchase DB Upgrade Services for one (1) additional Oracle Database.

Service Maximums

The DB Upgrade Services are subject to the following constraints ("Service Maximums"):

Type	Quantity/Frequency		
	Upgrade Service for Oracle Database, Small B94042	Upgrade Service for Oracle Database, Medium B94043	Upgrade Service for Oracle Database, Large B94044
Number of Oracle Databases	Up to 10	Up to 25	Up to 50
Oracle Homes	Up to 2	5	10
Number of test upgrades	One (1) for each Oracle Database	One (1) for each Oracle Database	One (1) for each Oracle Database
Delivery methodology	Remote	Remote	Remote
Duration of test upgrade testing assistance	Up to 3 days	Up to 5 days	Up to 7 days
Duration of test upgrade performance tuning assistance	Up to 3 days	Up to 5 days	Up to 7 days
Tuning Results Retention Period	Up to 1 day	Up to 3 days	Up to 6 days
Duration of production upgrade testing and tuning assistance	Up to 3 days	Up to 5 days	Up to 7 days
Duration of Go-Live Assistance	Up to 4 days	Up to 5 day	Up to 7 days
RAC Cluster Option – number of RAC Clusters	Up to 5	Up to 12	Up to 25
Multitenant Configuration Option – sets of up to 10 PDBs	Up to 1	Up to 3	Up to 5

Your Cooperation, Assumptions, and Exclusions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

1. Upgrade Planning

    a. Restrict Oracle's access to any content or information that imposes privacy, security, or regulatory obligations greater than those specified in the order.

    b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the DB Upgrade Services

    c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the DB Upgrade Services.

    d. Prior to the commencement of the DB Upgrade Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the DB Upgrade Services.

    e. Promptly return the completed Pre-Sales Questionnaire. Any delays in the prompt return of the Pre-Sales Questionnaire may delay delivery of the DB Upgrade Services.

    f. Assist Oracle with collecting Oracle Database environment data, server and database configuration data, and patching history.

    g. Provide an outline of Your existing infrastructure and/or provide Oracle with access to Your current Source Environment(s) for Oracle Configuration Manager to collect data.

    h. Provide existing internal functional, performance, and unit test plans.

    i. Provide copies of Your existing upgrade planning information, including configurations, patching, technical design documents, and upgrade plan, if available.

2. Impact Analysis

    a. Provide access to a non-production Oracle Database environment that is configured identically to Your current production Source Environment.

    b. Provide Oracle with access and logistics to Your non-production Oracle Database environment, as required.

    c. Participate in a meeting to review the results of the impact analysis with Oracle.

3. Test Database Upgrade

    a. Provide Oracle with access and logistics to production Source Environments, as required.

    b. Create a copy of Your current production Source Environments for the test upgrade.

    c. Provide Oracle with access to the non-production Oracle Database environment that is configured identically to Your current Source Environment

    d. Backup the pre-upgrade non-production Oracle Database.

    e. Test the new Oracle Database release according to Your test plans.

    f. Backup the non-production Upgraded Environment.

4. Production Database Upgrade

    a. Backup Your production Source Environment before and after the upgrade.

    b. Assist Oracle to conduct post upgrade testing utilizing Your test plans.

    c.   Prepare and release the production Upgraded Environment to Your users.

5. Go-Live Assistance

    a.   Work with Oracle to create the Go-Live assistance plan.

    b.   Participate in a final meeting to review the final status of Go-Live.

Assumptions

1. All communication (oral, written, and electronic) associated with the delivery of the DB Upgrade Services is provided in the English language.

2. The DB Upgrade Services are only available for Oracle Database versions 11.2.0.4 and above.

3. The DB Upgrade Services consist of an in-place database upgrade on the same hardware.

4. The DB Upgrade Services are available for Oracle Database source versions that support a direct path upgrade to the current generally available Oracle Database release. For Oracle 19c (current long-term support release), the following Oracle Database source versions support a direct path upgrade to Oracle Database 19c:

    a.   Oracle Database 11.2.0.4

    b.   Oracle Database 12.1.0.2

    c.   Oracle Database 12.2.0.1

    d.   Oracle Database 18.1

5. A near-zero downtime upgrade can only be achieved with the use of Oracle Data Guard separately licensed by You, in which case the DB Upgrade Services will apply to Your production database(s) and the associated standby databases. Each production and standby database pair will count as two databases.

6. Oracle will provide the DB Upgrade Services using Oracle tools and systems including tools for collecting, managing, updating, and presenting information.

Exclusions

1. Review and analysis of any third-party products

2. Operating system configuration

3. Analysis, installation, and/or configurations of any new and changed features made available as a result of the Upgrade.

4. Review and analysis of change(s), enhancement(s), modification(s), localization(s), and integration(s) ("CEMLI").

5. Upgrade and/or configuration of Oracle Real Application Clusters ("RAC"), Oracle Grid Infrastructure, and/or operating systems, unless Oracle RAC Cluster Option is included in Your order.

6. Implementation of Oracle multitenant architecture unless Oracle Multitenant Configuration Option is included in Your order.

7. Out-of-place upgrades

8. Database workload testing with RAT

9. Oracle Databases supporting Oracle Applications Unlimited

10. Any modifications of existing application code

11. Backup of the upgraded database

12. Deployment of any Oracle Database security features and/or products

13. Application performance tuning

14. Any activities not explicitly documented in this Service Description.

Unused Services

The Services must be used within twelve (12) months from the date Your order is placed. Any services not used within the twelve (12) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

Oracle Go-Live Support for Oracle Cloud

Service Offering	Part #
Oracle Go-Live Support for Oracle Cloud	B87744
Oracle ACS Supplemental Resource for Oracle Cloud – Advanced Support Engineer - Day	B87708

Description of Services

1. Oracle will assess Your readiness to commence production operations (i.e., to process live data, "Go-Live") of all of Your licensed Oracle products associated with Your deployment or implementation ("Deployment Environment") and provide additional assistance by performing the following Services:

   a. Conduct a preliminary meeting and orientation;

   b. Oracle will assess Your readiness for the Go-Live by performing the following Services:

      i. Review Your plans and associated schedule for Go-Live, including Your plan for returning to the pre-Go-Live configuration for the Deployment Environment in the event the Go-Live schedule is not met;

      ii. Conduct an operational readiness review of Your planned production processes;

      iii. Conduct an impact review to assess the potential business impact associated with the Go-Live; and

      iv. Develop a final report of recommendations associated with Go-Live preparation and review those recommendations with You.

   c. One (1) week before Go-Live, establish a Go-Live assistance plan for three (3) continuous days, including two (2) days prior to Go-Live and one (1) day after Go-Live;

   d. Provide up to three (3) continuous eight (8) hour days of assistance for Go-Live including documenting progress and status of that assistance; and

   e. Conduct a final meeting to review the final status of Go-Live.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Go-Live Support services, up to the maximum number of days[i] per resource role as set forth in Your order.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

Oracle Standard Software Installation and Configuration for Oracle Cloud

Service Offering	Part #
Oracle Standard Software Installation & Configuration for Oracle Cloud: Base Fee	B87737
Oracle Standard Software Installation & Configuration for Oracle Cloud: Zero Data Loss Recovery Appliance for Cloud (up to 10 protected)	B93583
Oracle Standard Software Installation and Configuration for Cloud: Zero Data Loss Autonomous Recovery Service Advanced Configuration (up to 10 protected DB)	B109173
Oracle Standard Software Installation and Configuration for Cloud - Compute C@C Advanced Configuration	B97360
Oracle Standard Software Installation and Configuration for Cloud - Exadata C@C Advanced Configuration (up to 2 clusters, 16 VMs, 4 DB homes)	B108658
Oracle Standard Software Installation and Configuration for Cloud - Compute C@C Direct Connect (1 Exa rack)	B97361
Oracle Standard Software Installation and Configuration for Cloud - Compute Disaster Recovery with Oracle Data Guard (up to 4 DB)	B97363
Oracle Standard Software Installation and Configuration for Cloud - Exadata Cloud at Customer Disaster Recovery with Oracle Data Guard (up to 4 DB)	B108659
Oracle Standard Software Installation and Configuration for Cloud - Compute C@C Backup and Recovery (1 rack)	B97364
Oracle Standard Software Installation and Configuration for Cloud: Compute C@C Database (1DB, RAC, 3 nodes)	B109172
Oracle Standard Software Installation and Configuration for Cloud: Oracle Compute C@C Incremental Virtual Machine (10 VMs)	B110880
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B87708

Description of Services

Oracle will perform the following activities to install and setup the product(s) set forth in this Service Description (the "Services"):

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the Services who shall provide and/or assist with the following:

   a. Conduct a preliminary meeting and orientation regarding Your installation requirements.

   b. Assist with preparation of the installation and configuration summary report(s) associated with the Services.

   c. Conduct a final meeting to review the installation and configuration summary report(s) and recommendations for the Services.

2. Review Your completed build-sheet questionnaire (the "Questionnaire") and provide recommendations.

3. Install and setup the identified products and validate the installation.

4. Review and install recommended patches and perform any applicable post-installation setup modifications.

5. Configure the system based on the updated Questionnaire.

6. Run configuration verification tests.

7. Prepare and provide an installation and configuration summary report.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of Oracle Standard Software Installation & Configuration for Oracle Cloud services, up to the maximum number of days[i] per resource role as set forth in Your order.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Respond to the Questionnaire within a commercially reasonable amount of time after the preliminary meeting.

    b. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

    c. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

    d. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

    a. "Hybrid Cloud" is a combination of a private Cloud combined with the use of public Cloud services where one or several touch points exist between the environments.

    b. "Assets" are defined as Your hardware, software or other environment which are the target of the Cloud Services.

    c. Services under this Service Description are limited to one Hybrid Cloud and up to four (4) Assets.

    d. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    e. Any other services not expressly identified herein are considered out of scope.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

Oracle Supportability Assessment for SaaS

Service Offering	Part #
Oracle Supportability Assessment for SaaS	B97141
Oracle Supportability Assessment for SaaS – Functional Analysis	B97142

Description of Services

Oracle will provide the following assessment activities for the Software as a Service ("SaaS") Cloud Services for which You have separately purchased a subscription (each, a "Supported SaaS Service") in accordance with the Service Maximums table below (the "SaaS Assessment Services"):

1. Assign a Technical Account Manager ("TAM") who will serve as Your primary point of contact for the following activities to facilitate the SaaS Assessment Services:

   a. Conduct an orientation with You to introduce the TAM and identify and document the key Oracle delivery contacts and Your designated technical contacts ("Customer Contacts").

   b. Coordinate communication between the key Oracle delivery contacts and Your Customer Contacts.

   c. Assist with escalations related to the SaaS Assessment Services.

2. Provide You with guided questionnaires ("Questionnaire(s)") to be completed by You.

3. Conduct one (1) supportability assessment kick-off workshop with You, review the completed Questionnaire(s), and document information about the following:

   a. The specific Supported SaaS Services subject to the SaaS Assessment Services ("Identified Supported SaaS Services") based on the Questionnaire(s);

   b. Your My Oracle Support Customer Support Identifier ("CSI"); and

   c. Oracle's access requirements to Your Identified Supported SaaS Services; and

   d. If Functional Analysis (as defined below) is included in Your order:

      i. Oracle's deployment of the repository containing functionality checks (the "Assessment Repository"), following Your change control process; and

      ii. Execution of the functionality checks contained in the Assessment Repository ("Functionality Checks"), if included in Your order, for the Post Go-Live Supportability Assessment (defined below).

4. Perform one (1) assessment of Your existing functional and technical configurations in Your Identified Supported SaaS Services to assess operational supportability (the "Supportability Assessment"), either prior to go-live ("Pre-Production Supportability Assessment") or post go-live ("Post Go-Live Supportability Assessment"), as follows:

   a. Receive and review Your completed Questionnaire(s).

   b. Collect Service Request metadata from My Oracle Support for Your CSI.

5. If Oracle Supportability Assessment for SaaS – Functional Analysis, Part # B97142 is included in Your order, as part of the Post Go-Live Supportability Assessment, collect configuration-specific data from Your Identified Supported SaaS Services utilizing Functionality Checks from the Assessment Repository ("Functional Analysis").

6. Upon completion of the Supportability Assessments, conduct one (1) final workshop session with You to present the findings, including the following:

   a. Readiness scores based on Your completed Questionnaire;

   b. Heat map of specific areas for potential optimization based on the Service Request analysis;

   c. If Functional Analysis is included in Your order, Functional Analysis results as part the Post Go-Live Supportability Assessment.

Service Maximums

The SaaS Assessment Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		Type/Quantity/Frequency
Primary Hours of Operation	TAM	Local Business Hours
	Supportability Assessment	8x5
Service Language		U.S. English
Delivery Methodology		Remote

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Designate Customer Contacts and identify each of Your Customer Contacts by name, phone number, email address and other appropriate contact methods.

   b. Provide Oracle with necessary user and role access to the Identified Supported SaaS Services as required to deliver the SaaS Assessment Services.

   c. Authorize Oracle to deploy the Assessment Repository in the Identified Supported SaaS Services environment, as required.

   d. Promptly complete and return the Questionnaire(s) provided by Oracle.

2. Assumptions

   a. The SaaS Assessment Services may not be available for all Oracle SaaS Cloud Services.

   b. Oracle will have sole access to the Assessment Repository and will remove the Assessment Repository upon completion of the SaaS Assessment Services.

   c. The collected assessment data will be retained in accordance with Oracle's data retention policies.

   d. Any other services not expressly identified herein are considered out of scope.

Unused Services

The SaaS Assessment Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited, with no further action required of either party. You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for SaaS Assessment Services. You may not use the fees for any Services other than the SaaS Assessment Services stated herein.

Oracle Supportability Planning and Site Survey Support

Service Offering	Part #
Oracle Supportability Planning and Site Survey Support Base	B92236
Oracle Supportability Planning and Site Survey Support Exadata Cloud at Customer	B92237
Oracle Supportability Planning and Site Survey Support Oracle Compute Cloud at Customer	B92238
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707
Oracle ACS Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer - Day	B87709

Description of Services

1. Oracle will identify, review, and provide design requirements and recommendations for the product(s) as identified in Your order for which You have separately purchased a subscription (the "Cloud Subscription") by performing the following (the "Services"):

   a. Conduct a preliminary meeting and orientation to review the Services and provide a configuration requirements questionnaire ("Questionnaire") to be completed by You;

   b. Install and run configuration information collection tools, if applicable;

   c. Collect configuration information from the tools;

   d. Review and analyze the collected configuration information and Your completed Questionnaire;

   e. Identify design requirements;

   f. Conduct a meeting to review the analysis with You and confirm the design requirements;

   g. Provide design documents that sets forth the processes, procedures, and recommendations for how to install, configure and test the products for which You have separately purchased the Cloud Subscription; and

   h. Conduct a final meeting to review the design document(s) and recommendations.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of Oracle Supportability Planning and Site Survey Support services, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.[1]

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Promptly complete and return the Questionnaire.

   b. Provide copies of existing architecture design documents, audit files, reports and/or assessments relative to the product(s) for which You have purchased the Cloud Subscription.

   c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

d. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services under this Service Description.

e. Prior to the commencement of the Services under this Service Description, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services under this Service Description.

2. Assumptions

a. Oracle will determine whether Oracle Supportability Planning and Site Survey Support is provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

b. Any other services not expressly identified herein are considered out of scope.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

Oracle Advanced Support Engineer for Expert Assistance

Service Offering	Part #
Oracle Advanced Support Engineer for Expert Assistance (Standard Business Hours) Pre-Paid – Day	B88938
Oracle Advanced Support Engineer for Expert Assistance (Extended Business Hours) Pre-Paid - Day	B88939
Oracle Advanced Support Engineer for Expert Assistance (Weekend/Holiday Hours) Pre-Paid - Day	B88940
Oracle Advanced Support Engineer for Expert Assistance (Standard Business Hours) - Day	B88950
Oracle Advanced Support Engineer for Expert Assistance (Extended Business Hours) - Day	B88951
Oracle Advanced Support Engineer for Expert Assistance (Weekend/Holiday Hours) - Day	B88952

Glossary

DAY: is defined as one (1) resource working eight (8) business hours.

STANDARD BUSINESS HOURS: are defined as hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location specified in Your order.

EXTENDED BUSINESS HOURS: are defined as hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location specified in Your order.

WEEKEND/HOLIDAY HOURS: are defined as hours beginning on Saturday 8:01 am in the time zone of Your site and/or location specified in Your order and ending on Monday at 7:59 am and/or hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location specified in Your order.

Description of Services

During the Term identified in Your order for these Services, Oracle will provide the following Oracle Advanced Support Engineer for Expert Assistance up to the number of days as set forth in Your order. Specific Services may include assistance with one or more of the following activities:

1. Advanced Technical Guidance and Readiness

    Oracle will assist You in performing activities associated with the installation, setup, configuration, and readiness of Your Oracle Programs and/or Oracle Products whether deployed in Your IaaS (Infrastructure as a Service) and/or PaaS (Platform as a Service) Oracle Cloud environment, on Your premises, or at a third party location. Specific Services may include assistance with one or more of the following activities:

    a. Installation and configuration.

    b. Patch and update installation.

    c. Technology and software lifecycle guidance.

    d. Product functionality guidance.

    e. Research setup issues and provide recommendations.

    f. Oracle product clustering and Real Application Clusters ("RAC") advice and guidance.

    g. Database and system partitioning.

    h. Configuration documentation and run books.

2. Advanced Operational and Optimization Assistance

   Oracle will assist You with performing production assistance Services and operational optimization for Your Oracle Programs and/or Oracle Products whether deployed in Your IaaS (infrastructure as a service) and/or PaaS (platform as a service) Oracle Cloud environment, on Your premises, or at a third party location. Specific Services may include assistance with one or more of the following activities:

   a. Administration of Oracle Database and/or Oracle Database Cloud Service.

   b. Administration of Oracle operating systems and/or Oracle Cloud systems.

   c. Administration of Oracle Fusion Middleware and/or Java.

   d. Administration of Oracle Applications Unlimited environments.

   e. Application database administration for Your Oracle Products.

   f. Database and storage performance optimization.

   g. Backup and restore operations.

   h. Recommendations for operational practices.

   i. Applications server and middleware performance and load balancing.

   j. Operational troubleshooting and root cause analysis.

   k. Change management and patching processes.

   l. Advice and guidance with modernization and critical change events.

   m. Technical assistance for Your helpdesk.

   n. Operational workarounds.

   o. Oracle database, Java, and system scripting.

   p. Disaster recovery for database, storage, and systems.

   q. Technical advice and guidance for system outages related to Oracle Products.

3. Advanced Support Process Assistance

   Oracle will assist You with managing Service requests ("SR"), expediting SR processing, and implementing methodologies related to Your internal problem-management processes. Specific Services may include assistance with one or more of the following activities:

   a. Construct and document a support plan.

   b. Conduct SR analysis and assist with addressing SR issues.

   c. Construct a reproducible test case required by Oracle Support to address an SR and help determine a workaround for the issue.

   d. Assist with SR prioritization and issue management.

4. Advanced Migration Assistance

   Oracle will assist You with the migration of Your workloads, databases, and systems, including storage, from legacy environment(s) ("Source Environment") to Your new Oracle environment(s) ("Destination Environment") whether deployed in Your IaaS (infrastructure as a service) and/or PaaS (platform as a service) Oracle Cloud environment, on Your premises or at a third party location. Specific Services may include assistance with one or more of the following activities:

a. Conduct a discovery workshop(s) to review Your legacy system configurations, identify Your Oracle applications and third party applications for migration; and storage data transfer requirements and objectives.

b. Provide a report summarizing the findings of the discovery workshop(s).

c. Prepare a project plan based upon findings of the discovery workshop(s).

d. Provide guidance on Solaris virtualization, mapping, and consolidation.

e. Provide data transfer technical advice and tool and methodology recommendations.

f. Provide systems migration test plan assistance.

g. Provide data transfer test plan assistance.

h. Assist with the migration of Your Source Environment(s) to Your new Destination Environment(s).

i. Assist with the transfer of data from Your legacy storage device(s) to the new Oracle storage device(s).

j. Assist with systems migration testing and validation.

k. Assist with data transfer testing and validation.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Notify Oracle in writing if and when You require performance of the Services as set forth in this Service Description.

b. Provide Oracle with full access to the relevant documentation and the functional, technical and business resources with adequate skills and knowledge to support the performance of the Services.

c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

d. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

e. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

a. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

b. Any other services not expressly identified herein are out of scope.

Oracle Sr. Advanced Support Engineer for Expert Assistance

Service Offering	Part #
Oracle Sr. Advanced Support Engineer for Expert Assistance (Standard Business Hours) Pre-Paid - Day	B88941
Oracle Sr. Advanced Support Engineer for Expert Assistance (Extended Business Hours) Pre-Paid - Day	B88942
Oracle Sr. Advanced Support Engineer for Expert Assistance (Weekend/Holiday Hours) Pre-Paid - Day	B88943
Oracle Sr. Advanced Support Engineer for Expert Assistance (Standard Business Hours) - Day	B88953
Oracle Sr. Advanced Support Engineer for Expert Assistance (Extended Business Hours) - Day	B88954
Oracle Sr. Advanced Support Engineer for Expert Assistance (Weekend/Holiday Hours) - Day	B88955

Glossary

DAY: is defined as one (1) resource working eight (8) business hours.

STANDARD BUSINESS HOURS: are defined as hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location specified in Your order.

EXTENDED BUSINESS HOURS: are defined as hours between 5:01 pm and 8:00 am in the time zone of Your site and/or location specified in Your order.

WEEKEND/HOLIDAY HOURS: are defined as hours beginning on Saturday 8:01 am in the time zone of Your site and/or location specified in Your order and ending on Monday at 7:59 am and/or hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location specified in Your order.

Description of Services

During the Term identified in Your order for these Services, Oracle will provide the following Oracle Sr. Advanced Support Engineer for Specialized Expert Assistance up to the number of days as set forth in Your order. Specific Services may include assistance with one or more of the following activities:

1. Specialized Technical Guidance and Readiness

   Oracle will assist You with performing specialized activities associated with the installation, setup, configuration, and readiness of Your Oracle Programs and/or Oracle Products whether deployed in Your IaaS (Infrastructure as a Service) and/or PaaS (Platform as a Service) Oracle Cloud environment, on Your premises, or at a third party location. Specific Services may include assistance with one or more of the following activities:

   a. Advice for Your IaaS and/or PaaS Oracle Cloud environment, Oracle Database and systems architecture and design.

   b. Multi-vendor technical advice and guidance.

   c. Maximum availability and replication design and configuration guidance.

   d. Proof of concept ("POC") projects for Oracle Engineered Systems.

   e. POC projects for applications utilizing Oracle Fusion Middleware and/or Java.

   f. POC projects for migrating Oracle Applications Unlimited.

   g. Oracle Business Intelligence technology configuration and optimization.

   h. Oracle Data Warehouse and Online Analytical Processing ("OLAP") configuration and optimization.

   i. Business integration and Service Orientated Architecture ("SOA") configuration guidance.

j. Applications configuration(s), extension(s), modification(s), localization(s), and integration(s) ("CEMLI") implementation guidance.

k. Applications and systems partitioning advice and guidance.

2. Specialized Operational and Optimization Assistance

Oracle will assist You with performing specialized production tasks and enabling operational optimization for Your complex Oracle environments. Specific Services may include assistance with one or more of the following activities:

a. Global deployment and technical guidance.

b. Database and systems capacity analysis and resizing.

c. Oracle applications capacity analysis and resizing.

d. Oracle Cloud virtualization and operational guidance.

e. Identity management, security, and administration guidance.

f. Oracle applications performance optimization.

g. Load testing for Oracle applications and database.

h. Applications capacity planning and guidance for modernizing database and applications utilizing Oracle Cloud Services.

3. Specialized Assistance for Third Party Applications Running on Oracle Database

Oracle will assist You with the supportability and operational integration of Your Oracle database deployed with Your third party applications. Specific Services may include assistance with one or more of the following activities:

a. Conduct workshops for optimizing Your use of the Oracle database deployed with Your third party applications.

b. Technical advice and guidance for the Oracle database deployed with Your third party applications.

c. Performance optimization for the Oracle database deployed with Your third party applications.

d. Backup and restore planning for the Oracle database deployed with Your third party applications.

e. Migration advice and guidance for the Oracle database deployed with Your third party applications.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Notify Oracle in writing if and when You require performance of the Services as set forth in this Service Description.

b. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

    c. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

    d. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

    a. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    b. Any other services not expressly identified herein are out of scope.

Oracle Technical Account Manager I for Service Delivery Management

Service Offering	Part #
Oracle Technical Account Manager I for Service Delivery Management (Standard Business Hours) Prepaid - Day	B88944
Oracle Technical Account Manager I for Service Delivery Management (Extended Business Hours) Prepaid - Day	B88945
Oracle Technical Account Manager I for Service Delivery Management (Weekend/Holiday Hours) Prepaid - Day	B88946
Oracle Technical Account Manager I for Service Delivery Management (Standard Business Hours) - Day	B88956
Oracle Technical Account Manager I for Service Delivery Management (Extended Business Hours) - Day	B88957
Oracle Technical Account Manager I for Service Delivery Management (Weekend/Holiday Hours) – Day	B88958

Glossary

DAY: is defined as one (1) resource working eight (8) business hours.

STANDARD BUSINESS HOURS: are defined as hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location specified in Your order.

EXTENDED BUSINESS HOURS: are defined between 5:01 pm and 8:00 am in the time zone of Your site and/or location specified in Your order.

WEEKEND/HOLIDAY HOURS: are defined as hours beginning on Saturday 8:01 am in the time zone of Your site and/or location specified in Your order and ending on Monday at 7:59 am and/or hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location specified in Your order.

Description of Services

During the Term identified in Your order for these Services, Oracle will provide the following Oracle Technical Account Manager for Service Delivery Management for up to the number of days as set forth in Your order. Specific Services may include assistance with one or more of the following activities:

1. Coordination, oversight, communication, planning, and project management for all Advanced Customer Services ("ACS") identified in Your order.

2. Project management for the ACS time and materials Services that are defined in Your order.

3. Prepare and document a Service delivery plan.

4. Conduct quarterly Service delivery plan reviews.

5. Service request ("SR") management, prioritization, and escalation.

6. Assist with constructing a reproducible test case required by Oracle Support Services to address an SR and help determine a workaround for the issue.

7. Assist with reviewing all applicable Oracle Support Services activity, including SR activity in connection with individual SRs logged by You. The review may consist of status reports, next steps, if any, and review of Your SR priorities.

8. Establish or optimize Your incident management and support processes.

9. Develop a reference guide containing the parties' key contacts and the applicable environment configurations.

10. Provide access to and manage Your customer-specific web portal and portal content.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Notify Oracle in writing if and when You require performance of the Services as set forth in this Service Description.

   b. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

   c. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

   d. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

   a. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

   b. Any other services not expressly identified herein are out of scope.

Oracle Technical Account Manager II for Expert Advisory

Service Offering	Part #
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Standard Business Hours) Prepaid - Day	B88947
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Extended Business Hours) Prepaid - Day	B88948
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Weekend/Holiday Hours) Prepaid – Day	B88949
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Standard Business Hours) - Day	B88959
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Extended Business Hours) - Day	B88960
Oracle Technical Account Manager II for Expert Lifecycle Advisory (Weekend/Holiday Hours) – Day	B88961

Glossary

DAY: is defined as one (1) resource working eight (8) business hours.

STANDARD BUSINESS HOURS: are defined as hours between 8:00 am and 5:00 pm in the time zone of Your site and/or location specified in Your order.

EXTENDED BUSINESS HOURS: are defined between 5:01 pm and 8:00 am in the time zone of Your site and/or location specified in Your order.

WEEKEND/HOLIDAY HOURS: are defined as hours beginning on Saturday 8:01 am in the time zone of Your site and/or location specified in Your order and ending on Monday at 7:59 am and/or hours at any time on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location specified in Your order.

Description of Services

During the Term identified in Your order for these Services, Oracle will provide the following Oracle Technical Support Manager II for Expert Lifecycle Advisory Services for up to the maximum number of days as set forth in Your order. Specific Services may include assistance with one or more of the following activities:

1. Advice and Guidance for Enterprise Solutions

    Oracle will provide assistance to You regarding Your combined use of Your Oracle products and Services ("the Enterprise Solution"). Specific Services may include assistance with one or more of the following activities:

    a. Enterprise Solution deployment guidance.

    b. Business and operational strategy guidance.

    c. Project and program governance.

    d. User adoption planning strategy.

    e. Assist with conducting user adoption surveys.

    f. Guidance for operational and supportability requirements.

    g. Full lifecycle planning and optimization guidance for the Enterprise Solution.

    h. Coordinate with Your information technology ("IT") staff regarding operational practices.

2. Deployment Assistance for Enterprise Solutions

    Oracle will provide assistance during the deployment of Your Enterprise Solution(s). Specific Services may include assistance with one or more of the following activities:

a. Provide advice and guidance regarding the deployment of industry standards for technology, functionality, and supportability.

b. Provide Enterprise Solution configuration guidance.

c. Identify deployment issues, risks, and track recommendations.

d. Coordinate with Your systems integrator(s) where applicable.

e. Roll-out Enterprise Solution adoption guidance.

3. Governance Assistance

Oracle will assist with governance of Your Enterprise Solution lifecycle and ongoing strategic planning for Your Enterprise Solution. Specific Services may include assistance with one or more of the following activities:

a. Arrange and host private sessions with Oracle leaders and strategists.

b. Participate in Your program management office ("PMO") and steering committees.

c. Service management and program oversight of all of Your Advanced Customer Services ("ACS").

d. Enterprise Solution strategic planning.

e. Enterprise Solution implementation planning.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Notify Oracle in writing if and when You require performance of the Services as set forth in this Service Description.

b. Obtain and maintain for the duration of the Services, under separate contract, licenses and annual technical support for any necessary Oracle software and hardware programs.

c. Provide Oracle with full access to the relevant documentation and the functional, technical and business resources with adequate skills and knowledge to support the performance of the Services.

d. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

f. Prior to the commencement of the Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

a. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

b. Any other services not expressly identified herein are out of scope.

Oracle Autonomous Database Starter Pack

Service Offering	Part #
Oracle Autonomous Database Starter Pack	~~B91229~~ Retired

Description of Services

Oracle will provide the following services (the "Services") designed to assist You with understanding and adopting Oracle Autonomous Database for one (1) of the following Oracle Autonomous Database Cloud services for which You have separately purchased a subscription (the "Cloud Subscription"):

- Oracle Autonomous Data Warehouse (ADW)
- Oracle Autonomous Transaction Processing (ATP)

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the Services who will perform the following:

    a. Conduct a preliminary meeting and orientation

    b. Prepare and maintain a service delivery plan

    c. Prepare and provide service delivery plan progress reports

    d. Conduct a final meeting to provide a service summary

2. Provide You with one (1) workshop for the Oracle Autonomous Database (ADB) for which You have separately purchased a Cloud Subscription (the "ADB Workshop") consisting of

    a. Conduct a preliminary meeting and orientation to discuss and determine the location, audience, and dates for the ADB Workshop

    b. Conduct one (1) ADB Workshop presentation, for up to eight (8) hours/1 day, not to exceed 15 attendees.

    c. Review the following for the ADB during the ADB Workshop presentation:

        i. Introduction to ADB

        ii. Overview of ATP and ADW features and architecture

        iii. Data security and data loading options

        iv. Management, monitoring, and user management

        v. Backup and Recovery

        vi. Operational and organizational recommendations

3. Establish and test a proof of concept (POC) ADB instance with up to five (5) participants designated by You, consisting of the following:

    a. Assist You with identifying a single nonproduction database instance, not to exceed 50 GB or up to 100 GB if using FastConnect, to use for the POC (the "POC Instance").

    b. Demo the following features of Your identified POC Instance:

        i. Provisioning the POC Instance

  ii. Connecting to the POC Instance

  iii. Loading and importing data via the Oracle Cloud Object Store

  iv. Performing backups to the Oracle Cloud Object Store

  v. Connecting applications using JDBC thin client

4. Provide You with one (1) application readiness workshop to review requirements for readying Your applications for use with ADB (the "Application Readiness Workshop") consisting of:

 a. Conduct a preliminary meeting and orientation to discuss and determine the location, audience, and dates for the Application Readiness Workshop.

 b. Conduct one (1) Application Readiness Workshop presentation, for up to eight (8) hours/1 day, not to exceed 5 attendees.

 c. Review the following during the Application Readiness Workshop presentation:

  i. Connectivity to Your ADB POC Instance and any required changes to Your connection mechanisms

  ii. ADB restrictions that may impact Your applications

  iii. The following application features:

   1. Draining and rebalancing sessions

   2. Transparent application failover

   3. Application continuity

   4. Transparent application continuity

5. Prepare and deliver a final summary report of the ADB Workshop, Application Readiness Workshop, and POC to You.

6. Transfer management of the POC Instance to You.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

 a. Designate a project manager as the single point of contact for Oracle for the Services with appropriate level of authority to:

  i. Set priorities and coordinate activities

  ii. Be solely responsible for all decisions in connection with the Services

 b. Accept transfer of, and assume sole responsibility for, the management of the POC Instance upon completion of the Services.

2. Assumptions

 a. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

 b. Any other services not expressly identified herein are considered out of scope.

Oracle Build and Deploy DevOps Platform Service

Service Offering	Part #
Oracle Build and Deploy DevOps Platform Service - Small	~~B90393~~ Retired
Oracle Build and Deploy DevOps Platform Service - Medium	~~B90394~~ Retired
Oracle Build and Deploy DevOps Platform Service - Large	~~B90395~~ Retired

Description of Services

Maximum	Small DevOps Environment Part # B90393	Medium DevOps Environment Part # B90394	Large DevOps Environment Part # B90395
Total Number of DevOps Environments	1-3 (Including <=1 DevOps Production Environment)	4-5 (including <=2 DevOps Production Environments)	6-7 (including <=3 DevOps Production Environments)
Total number of virtual machines and/or containers across all DevOps Environments	<=10	<=20	<=30

Oracle will perform the following activities for the Services on Your Oracle Cloud Infrastructure in accordance with the constraints delineated in the table above and as identified by the correlating part number identified in Your order ("DevOps Environment"):

1. Gather and analyze Your requirements for the deployment of Your DevOps Environment(s).

2. Develop and test provisioning scripts.

3. Assist You with the configuration of Your DevOps automation platform used by Oracle to provide the Services.

4. Integrate the provisioning script with Your DevOps automation platform.

5. Deploy the DevOps Environment(s) using the provisioning scripts.

6. Test the deployed DevOps Environment(s) using Oracle testing tools.

7. Address any errors identified during testing of the DevOps Environment(s).

8. Destroy the DevOps Environment(s) if requested by You.

9. Document the provisioning scripts and deliver the deployed environment(s) to You.

10. Assist You with bug fixes related to provisioning errors within the deployed environment(s) for a period up to 30 days following completion of the deployment provided the provisioning scripts are used as built by Oracle.

11. Oracle will perform the Services using any one or a combination of the following deployment options for Your DevOps Environment:

    a. Cloud Infrastructure deployment consists of a collection of pre-defined compute, block/object storage, unique/shared virtual/physical network, VPN/ssh access, one administrator privileged user, access and audit controls in a single domain deployed on either bare metal or a single VM or a single container; or

    b. Database deployment on Cloud Infrastructure consists of either a single container database ("CDB") with 1 pluggable database ("PDB") or a single instance database instance or a ("RAC") database instance deployed on Oracle Cloud Infrastructure on either bare

metal or single VM or single container with configuration of block/object storage, unique/shared virtual/physical network, VPN/ssh access, one administrator privileged user, access and audit controls in a single domain; or

c. Middleware deployment on Cloud Infrastructure consists of either a single or clustered middleware instance and associated databases instances deployed on Oracle Cloud Infrastructure on either bare metal or single VM or single container with configuration of block/object storage, unique/shared virtual/physical network, VPN/ssh access, one administrator privileged user, access and audit controls in a single domain.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Procure the hardware, proprietary software, and open source software as required for the DevOps automation platform that will be used by Oracle to provide the Services.

b. Provide a test environment and, if applicable, a non-customized code test environment for Oracle applications, for testing patches and troubleshooting issues.

c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

d. Prior to the commencement of the Services under this Service Description, inform Oracle of any storage, server, system, application, equipment or environment modifications that may affect Oracle's performance of the Services under this Service Description.

2. Assumptions

a. Oracle's access to any production environments or shared development environments will be limited to the extent necessary for Oracle to perform the Services under this Service Description.

b. Services under this Service Description shall be provided by remote delivery resources (not on Your work premises).

c. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Business Help Desk for Retail

Service Offering	Part #:
Oracle Cloud Business Help Desk for Retail: Base Fee	~~B90817~~ Retired
Oracle Cloud Business Help Desk for Retail	~~B90818~~ Retired

Description of Services

Oracle will provide the following Oracle Cloud Business Help Desk for Retail Services ("CBHD") for the Oracle SaaS applications and quantities for which you have purchased the CBHD (the "SaaS Applications"):

1. Service Delivery Management

   Oracle will assign a Technical Account Manager ("TAM") to You for the duration of CBHD who will provide the following:

   a. Conduct a preliminary meeting and orientation with You to review the CBHD services, Oracle key performance indicators, and Your cooperation.

   b. Conduct a meeting with You to review Your configuration and setup information for the SaaS Applications ("Implementation Review").

   c. Provide access to an online portal ("Service Desk Portal") to allow Your Users to open CBHD tickets ("Tickets") and access self-service help content, such as frequently asked questions ("FAQs") and online learning content.

   d. Provide the following access channels for Users to communicate with Oracle regarding CBHD:

      i. A designated toll free telephone number

      ii. Web access

      iii. Chat interfaces

   e. Coordinate delivery of CBHD as described here in.

   f. Document contact details for up to four (4) Users with administrator privileges that are assigned by You to function as primary points of contact ("Key Contacts") to coordinate with the TAM.

   g. Review Tickets logged by Your Users.

   h. Review service requests ("SRs") logged by Oracle on behalf of Your Users.

   i. Conduct periodic reviews (not to exceed one (1) review every two (2) weeks) of the status and progress of unresolved Tickets and open SRs.

   j. Prepare and provide to You quarterly CBHD delivery progress and key performance indicator reports.

2. Business Help Desk Assistance

   Oracle will provide the following to Your Users of the SaaS Applications:

   a. Respond to Tickets regarding the following:

      i. Standard "how to" functionality

ii. Standard setup

iii. Configuration functionality User access errors

iv. Issues accessing or using a feature

v. Issues viewing a report

vi. SaaS Applications issues

vii. Unexpected SaaS Applications behavior

viii. SaaS Applications performance issues

ix. Issues preventing Your Users from utilizing the SaaS Applications

b. Use the access privileges granted by You to Oracle to provide help and guidance with access issues encountered by Your Users, such as resetting passwords, granting new roles, and accessing work or report queues.

c. Direct requests that require administrator privileges to Your Key Contacts.

3. Ticket and SR Handling

Oracle will address Tickets and SRs as follows:

a. Review all Tickets and SRs upon receipt and provide a preliminary evaluation.

b. Use commercially reasonable efforts to provide an initial response to any Ticket that meets the definition of Severity 1 or Severity 2 as defined in the Oracle Cloud Hosting and Delivery Policies available at oracle.com/contracts within fifteen (15) minutes of Oracle's receipt of such Ticket.

c. Request diagnostic assistance from Your Key Contacts as required to address Tickets that require further review.

d. Create a My Oracle Support (MOS) SR for any Ticket identified as a potential SaaS Application error or otherwise requiring technical support ("CBHD SR").

e. Route CBHD SRs to the appropriate resources within Oracle.

f. Work with Your Key Contacts to obtain information required to address Tickets and CBHD SRs that require further review, such as:

i. Configuration, setup, and customizations of the SaaS Applications

ii. Error messages, log files, and other diagnostic data

iii. Construction of reproducible test case(s) required to resolve an SR

g. Synchronize information and updates between Tickets and CGHD SRs, as required.

h. Assist You with implementation of any fix or workaround to address Tickets and CBHD SRs.

i. Prioritize CBHD SRs above SRs of the same severity level submitted by other Oracle customers for their Oracle SaaS applications. Oracle will use commercially reasonable efforts to respond to Your SRs in accordance with the following guidelines ("Service Request Response Guidelines"):

i. 90% of Severity 1 SRs within fifteen (15) minutes;

ii. 90% of Severity 2 SRs within two and one half (2.5) local business hours;

iii. 90% of Severity 3 SRs within the next local business day; and

  iv. 90% of Severity 4 SRs within the next local business day.

4. Out of Scope

CBHD does not include any service that is not expressly identified in this Service Description, including but not limited to:

  a. Deployment of new business functionality for the SaaS Applications;

  b. Assistance with creating custom code, building or testing extensions, enhancements, modifications, localizations or interfaces;

  c. Creation of new User accounts, development of reports, or data loading;

  d. Updates or patches to the SaaS Application; and

  e. Provision or support of third party software.

  f. Tickets requiring operational infrastructure changes, SaaS Application patches, or software updates that are subject to the Oracle Software as a Service Support Policies.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

  a. Be responsible for Your security policies, Your approvals, all testing and validation, including restricting Oracle's access to any content or information that imposes privacy, security or regulatory obligations greater than those specified in Your Order and this Service Description.

  b. Prior to commencement of CBHD, inform Oracle of any environment configuration modifications.

  c. Promptly update Oracle on business and technology changes or events that may affect Oracle's delivery of the CBHD service.

  d. Provide Oracle with User administrator access to the SaaS Applications environment limited to the extent necessary for Oracle to deliver CBHD.

  e. Assign up to four (4) Key Contacts to coordinate with the TAM and assist the TAM with information, diagnostics, and test cases as required to address Tickets and CBHD SRs that cannot be resolved on initial contact and require further review.

  f. Pay additional fees for Key Contacts in excess of four (4).

  g. Establish and enforce troubleshooting and change control processes within Your organization.

  h. Assist with the implementation of any fix or workaround.

  i. Approve User provisioning and User access changes.

  j. Prior to the commencement of CBHD, ensure all Key Contacts and Users are properly trained on how to use the SaaS Applications.

  k. Participate in the Implementation Review and provide documentation, setup, and configuration information regarding Your SaaS Applications.

  l. Purchase and maintain CBHD for all Oracle SaaS applications and related quantities for which CBHD is available.

2. Assumptions

    a. Your renewal fee for CBHD will be based on the CBHD pricing policies in effect at the time of renewal.

    b. CBHD may not be available for all Oracle SaaS applications.

    c. CBHD is provided by remote resources twenty four ("24") hours a day, seven ("7") days a week ("24x7"), 365 days per year.

Oracle Cloud Infrastructure Starter Pack

Service Offering	Part #
Oracle Cloud Infrastructure Starter Pack	~~B92037/B92044~~ Retired
Oracle Supplemental Resources for Oracle Cloud	
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	~~B87706~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	~~B87707~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	~~B87708~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	~~B87709~~ Retired
Oracle ACS Supplemental Resource for Software Days	~~B76416~~ Retired

Description of Services

Oracle will provide the following services (the "Services") designed to assist You with understanding and adopting Oracle Cloud Infrastructure (OCI) for which You have separately purchased a subscription (the "Cloud Subscription"):

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the Services who will perform the following:

   a. Conduct a preliminary meeting and orientation

   b. Prepare and maintain a service delivery plan

   c. Prepare and provide service delivery plan progress reports

   d. Conduct a final meeting to provide a service summary

2. Provide You with one (1) workshop for the OCI for which You have separately purchased a Cloud Subscription (the "OCI Workshop") consisting of the following:

   a. Conduct a preliminary meeting and orientation to discuss and determine the location, participants, and dates for the OCI Workshop.

   b. Conduct one (1) OCI Workshop presentation, for up to eight (8) hours/1 day, not to exceed 15 attendees.

   c. Provide an overview of OCI during the OCI Workshop presentation, including up to three (3) specific OCI topics of Your choice.

3. Identify, validate, and transition a single workload to Your OCI tenancy (the "Candidate Workload") with up to five (5) participants designated by You, consisting of the following:

   a. Assist You with identifying a single workload subject to the following inclusions and exclusions:

      i. Inclusions:

         1. 1TB in size total

         2. 1 tenancy, 1 region, 1 availability domain

         3. Up to 8 OCPUs allocated to one or more VM shapes available in OCI

         4. 1 VCN

         5. Up to 2 subnets, security list, route tables

         6. 1 internet gateway

       7.   1 public Load Balancer with 1 backend set, rule set, listener

  ii. Exclusions:

       1.   Service Level Agreements, response time guarantees, or performance testing

       2.   FastConnect

       3.   NAT gateway setup

       4.   Network Security Groups

       5.   Local Peering gateway

       6.   DNS Zone management setup

       7.   IDCS integration with on-premises SSO

       8.   Database conversions

       9.   Platform conversions

4. Provide You with support for up to thirty (30) days after completion of the OCI Workshop to answer Your "How to" questions related to the following:

  a. Patching

  b. Backup/recovery

  c. Monitoring tenancy

  d. Loading data

  e. Importing data

  f. Ongoing management and supportability

5. Prepare and deliver to You a final summary report of the OCI Workshop, Your deployment configuration overview, supportability recommendations, and summary of engagement activities.

6. Transfer management of the Candidate Workload to You.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Cloud Infrastructure Starter Pack services, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.[i]

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

  a. Designate a project manager as the single point of contact for Oracle for the Services with appropriate level of authority to:

    i. Set priorities and coordinate activities

    ii. Be solely responsible for all decisions in connection with the Services

  b. Accept transfer of, and assume sole responsibility for, the management of the Candidate Workload in Your OCI tenancy upon completion of the Services.

2. Assumptions

    a. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    b. Any other services not expressly identified herein are considered out of scope.

Oracle Cloud Success Assurance Service for SaaS

Service	Part#
Oracle Cloud Success Assurance Service for SaaS	B110974
Oracle Cloud Success Assurance Service for SaaS - Base Fee	B110973
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - SaaS -Day	B87520
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - SaaS - Day	B87521
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - SaaS - Day	B87518
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - SaaS - Day	B87519

Description of Services

Oracle Cloud Success Assurance Service for SaaS consists of the following activities, in accordance with the Service Maximums below, for Your Oracle SaaS Cloud Services for which You have separately purchased a subscription (Your "Identified SaaS Services") and any Oracle PaaS Cloud Services that are directly integrated with Your Identified SaaS Services ("Identified PaaS Services") (Your Identified SaaS Services and Identified PaaS Services together, the "Identified Cloud Services"):

Success Management

1. Customer Success Management.

Oracle will assign a Technical Account Manager ("TAM"), who will serve as Your primary contact for the following activities to be performed by Oracle:

    a. Service Initiation:

        i. Conduct an orientation with You to introduce the TAM who will assist with service setup, configuration, review, and applicable processes for the Oracle Cloud Success Assurance Service for SaaS.

        ii. Identify and document (i) the key Oracle contacts; (ii) Your primary technical contacts designated by You to communicate with Oracle regarding the Oracle Cloud Success Assurance Service for SaaS ("Customer Contacts"); and (iii) Oracle's engagement procedures.

        iii. Review the data discovery questionnaire (the "Questionnaire") completed by You.

        iv. Manage the creation of a document that will identify and document the following (collectively, "Discovery Data"): (i) Your Identified Cloud Services based on the Questionnaire; (ii) Your mission critical business flows operating in the Identified Cloud Services; (iii) Your Oracle support identifiers (e.g., CSI, user groups) and associated Customer Contacts; and (iv) Your primary contacts for each of Your Identified SaaS Services.

    b. Service Management and Governance:

        i. Prepare and maintain quarterly service delivery progress reports.

        ii. Maintain the Discovery Data.

        iii. Perform quarterly service reviews.

2. Oracle Cloud Applications Learning Subscriptions

Oracle will provide You with Cloud Applications Learning subscriptions (part B109206) for up to two (2) users per twelve (12) month period.

3. Escalation Management Across SaaS Ecosystem

   a. Facilitate escalations initiated by You for (i) Severity 1 service requests ("SRs") and Severity 2 SRs that You and Oracle agree are critical ("escalated SRs"), and (ii) at Oracle's discretion, incidents related to Your Identified Cloud Services. Oracle will use commercially reasonable efforts to respond to your escalation request within fifteen (15) minutes. The SR severity levels that apply to the Oracle Cloud Success Assurance Service for SaaS are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

   b. Review and provide a trend analysis for all escalated SRs opened with Oracle Support related to Your Identified Cloud Services ("Trend Analysis").

   c. As part of the Trend Analysis, review with You the status of remediations of escalated SRs.

Service Maximums

Oracle Cloud Success Assurance Service for SaaS is subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency
Primary Hours of Operation	Success Management	Local Business Hours
	Escalation Management Across SaaS Ecosystem	24x7
Service Language		U.S. English

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the Oracle Cloud Success Assurance Service for SaaS.

1. Coordination and planning of activities described in the Success Management section.

2. Assistance with SR escalations as described in the Escalation Facilitation Across Ecosystem section.

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available

at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:

1. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams.

2. Complete the Questionnaire.

3. Provide Oracle with necessary user and role access required to deliver the Oracle Cloud Success Assurance Service for SaaS.

4. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

Assumptions

1. The services will be provided in English. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Oracle Cloud Success Assurance Service for SaaS on Your behalf.

2. Oracle Cloud Applications Learning Subscriptions are available in the North America Data Center only.

3. The Oracle Cloud Success Assurance Service for SaaS will be provided by remote delivery resources (not on Your work premises).

4. Oracle Cloud Success Assurance Service for SaaS is currently not available for Oracle Alloy, multi-tenancy Oracle Dedicated Region Cloud@Customer, Sovereign Clouds, or Government Clouds.

5. Any services not expressly identified herein are considered out of scope.

Oracle Cloud Success Protection Service for SaaS

Service	Part#
Oracle Cloud Success Protection Service for SaaS	B110976
Oracle Cloud Success Protection Service for SaaS - Base Fee	B110975
Oracle Supplemental Resource for Oracle Cloud - Advanced Support Engineer - SaaS -Day	B87520
Oracle Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - SaaS - Day	B87521
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager I - SaaS - Day	B87518
Oracle Supplemental Resource for Oracle Cloud - Technical Account Manager II - SaaS - Day	B87519

Description of Services

Oracle Cloud Success Protection Service for SaaS consists of the following activities, in accordance with the Service Maximums, for Your Oracle SaaS Cloud Services for which You have separately purchased a subscription (Your "Identified SaaS Services") and any Oracle PaaS Cloud Services that are directly integrated with, Your Identified SaaS Services ("Identified PaaS Services") (Your Identified SaaS Services and Identified PaaS Services together, the "Identified Cloud Services"):

1. Success Management

Customer Success Management. Oracle will assign a Technical Account Manager ("TAM"), who will serve as Your primary contact for the following activities to be performed by Oracle:

    a. Service Initiation:

        i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, use of chatbots for communication, and applicable processes for the Oracle Cloud Success Protection Service for SaaS.

        ii. Identify and document (i) the key Oracle contacts; (ii) Your primary technical contacts designated by You to communicate with Oracle regarding the Oracle Cloud Success Protection Service for SaaS ("Customer Contacts"); and (iii) Oracle's engagement procedures.

        iii. Review the data discovery questionnaire (the "Questionnaire") completed by You.

        iv. Manage the creation of a document that will identify and document the following (collectively, "Discovery Data"): (i) Your Identified Cloud Services based on the Questionnaire;; (ii) Your mission critical business flows operating in the Identified Cloud Services (Your "Mission Critical Business Flows"); (iii) Your processes and procedures for release management, including Your Identified Cloud Services update cycles; (iv) Your Oracle Customer Support Identifiers (CSIs) and associated Customer Contacts; and (v) Your primary contacts for each of Your Identified SaaS Services ("Primary Owner(s)").

        v. Review the processes and tools for Your Identified SaaS Services ecosystem telemetry services to allow You to share telemetry with Oracle from Your Oracle Cloud Observability and Management service at Your discretion.

    b. Service Management and Governance:

        i. Prepare and maintain quarterly service delivery progress reports.

ii. Maintain the Discovery Data.

iii. Perform quarterly service reviews.

iv. Track and report Your monthly consumption and balance of Service Days. A Service Day is defined as one resource working one day[1] to perform activities listed in the Innovation and Optimization Guidance section.

2. Oracle Cloud Applications Learning Subscriptions.

Oracle will provide You with Cloud Applications Learning subscriptions (part B109206) for up to five (5) users per twelve (12) month period.

3. Oracle Guided Learning

For ninety (90) days from the start date requested by You ("Requested Start Date") during this Oracle Cloud Success Protection Service for SaaS, Oracle will provide the Oracle Cloud Guided Learning service applicable to Your Identified SaaS Services in Your test and development environments, as follows:

a. Provision and provide You with access to Oracle's Guided Learning application editor functionality to create Your own step-action user guides.

b. Provide in-application guidance and standard step-action user guides ("Base Flows") for commonly used tasks (as determined by Oracle) from Oracle's Base Flow library applicable to Your Identified SaaS Services.

i. Your Users will be able to access the Base Flows from within the Oracle Cloud SaaS Services to facilitate business process training.

c. Provide access to an enablement resource to assist You in Your access to the editor, Your creation of Base Flows and general assistance in the operation of Oracle Guided Learning up to a maximum of five (5) days[1] effort.

d. Maintain and update the Base Flows as required for new and generally available releases of Your Identified SaaS Service(s).

Escalation Management Across Ecosystem

1. Facilitate escalations initiated by You for (i) Severity 1 service requests ("SRs") and Severity 2 SRs that You and Oracle agree are critical ("escalated SRs"), and (ii) at Oracle's discretion, incidents related to Your Identified Cloud Services. The SR severity levels that apply to the Oracle Cloud Success Protection Service for SaaS are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

2. Review and provide a trend analysis for all escalated SRs opened with Oracle Support related to Your Identified Cloud Services ("Trend Analysis").

3. As part of the Trend Analysis, review with You the status of remediations of escalated SRs.

Personalized Proactive Escalation Management

1. SaaS Ecosystem Telemetry Services

Oracle will perform the following activities using telemetry tooling, where available, for the Identified Cloud Services:

a. Configure telemetry designed to identify anomalies that may impact the health of the Identified Cloud Services and Your Mission Critical Business Flows.

    b.   Configure telemetry to set thresholds and generate automated event notifications to the Oracle triage team for identified anomalies that may impact Your Mission Critical Business Flows ("Critical Anomaly(ies)").

    c.   For each Critical Anomaly, Oracle will receive the event notification, determine at Oracle's sole discretion if the event impacts Your Mission Critical Business Flows, and notify You of a recommended action that may include the following:

        i.   If the Critical Anomaly is caused by a general outage, notify You of the outage and direct You to communications for getting updates on the restoration of service.

        ii.   If the Critical Anomaly is limited to Your specific tenancy and Identified Cloud Services, work with You to determine if further actions are needed as documented in the Multi-Pillar Severity 1 Escalation Assistance or Innovation and Optimization Guidance sections.

2.   Severity 1 SR and Triage

Oracle will triage Your Severity 1 SRs and Critical Anomalies for which a Severity 1 SR was logged as follows:

    a.   Assess the critical business impact of the Critical Anomaly (if applicable).

    b.   Review and update the Severity 1 SR to validate that the following details are documented in the Severity 1 SR, as applicable:

        i.   Steps to reproduce the issue, if available.

        ii.   Documentation of recent changes.

        iii.   Potential workarounds that have been used to prevent the issue.

        iv.   Logs, screenshots, or other diagnostic information that may be used to determine a possible resolution or workaround for the issue.

        v.   Content from the Discovery Data that may assist in finding a resolution for the Severity 1 SR.

    c.   Upon qualification of the Severity 1 SR, escalate the Severity 1 SR to Oracle's multi-pillar escalation team using the multi-pillar escalation process documented below, if applicable. The triage team will use commercially reasonable efforts to engage the multi-pillar escalation team within fifteen (15) minutes of Your initial request to the triage team.

3.   Multi-Pillar Severity 1 Escalation Assistance

At the request of Your Approver (as defined below), the triage team will escalate a Severity 1 SR to Oracle's multi-pillar escalation team as follows:

    a.   Engage Your documented Primary Owner.

    b.   Initiate a web conference session with Oracle's multi-pillar escalation team.

    c.   Review the Severity 1 SR with Your Customer Contact(s), including the following:

        i.   Review potential workarounds.

        ii.   Discuss possible corrective actions.

        iii.   Identify which of Your Identified PaaS Services may be contributing to the issue.

    d.   Engage additional Oracle support teams or resources as needed to address the issue.

    e.   Ask Your Customer Contact(s) to engage third party providers for the specific Identified Cloud Services, as needed.

     f.   Document the incident and provide periodic updates to Your Customer Contacts.

     g.   Disengage the multi-pillar escalation team when (i) an action plan to resolve the incident has been identified and initiated or (ii) You de-escalate the Severity 1 SR.

4. Automated Heat Map Health Check

Oracle will perform quarterly automated health checks of Your Identified SaaS Services production environment, including the following:

     a.   Create a heat map of specific areas for optimization based on analysis of SRs for Your Identified SaaS Services.

     b.   Collect configuration data using specific data collection scripts.

     c.   Create a heat map or action plan based on the results of configuration specific data collection scripts.

5. Prioritization

     a.   Prioritize Your SaaS SRs above SRs of the same severity level submitted by other SaaS customers who have not purchased Oracle Cloud Success Protection Service for SaaS.

     b.   Communicate SRs and incidents to Oracle Product Development, as appropriate.

Innovation and Optimization Guidance

Upon submission of Your request via email, Oracle will utilize telemetry and SR data gathered by Oracle to provide one or more of the following activities as submitted by You in an SR and subject to the consumption of Service Days:

1. Check the configurations of Your Identified Cloud Services against Oracle's recommended practices for one (1) of the following components: (i) SaaS applications; (ii) Oracle PaaS database; (iii) Oracle PaaS compute; (iv) Oracle PaaS storage; (v) Oracle PaaS network; or (vi) security practices (each a "Configuration Check").

2. Review configurations of Your operational processes against Oracle's recommended practices for one (1) of the following components: (i) SaaS applications to Integration Cloud; (ii) Oracle PaaS backup and recovery; (iii) high availability; (iv) disaster recovery; or (v) scalability (each an "Environment Review").

3. Review Your existing SaaS integration with Oracle PaaS architecture against Oracle's recommended practices ("Architecture Review").

4. Review your existing security architecture against Oracle's recommended practices ("Security Review").

5. Provide You with technical guidance for configuration changes and adoption of recommendations identified by Oracle cloud tools, such as Cloud Advisor, Oracle Cloud Guard, Cloud Dashboards, and Cloud Observability and Management Platform.

6. Provide technical guidance for issues related to scalability, integrations, configurations, extensions, automations, performance, patch analysis, and lifecycle management processes for custom extensions and integrations of Your Identified Cloud Services ("Technical Assistance").

7. Make recommendations related to Your operational and security configurations based on the results of Configuration Checks, Environment Reviews, Security Reviews, Architecture Reviews, and/or Technical Assistance.

8. Advise You on the implementation or operationalization of recommended actions provided by Oracle as a result of Configuration Checks, Environment Reviews, Architecture Reviews, Security Reviews, or Technical Assistance.

9. Assist You with the evaluation of newly available Oracle SaaS application features as part of quarterly update reviews.

Service Maximums

Oracle Cloud Success Protection Service for SaaS is subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency
Primary Hours of Operation	Success Management	Local Business Hours
	Personalized Proactive Escalation Management and Escalation Facilitation Across Ecosystem	24x7
Service Language		U.S. English
Service Days for Innovation and Optimization Guidance		Six (6) days[1] per year plus one (1) additional day for every $7,000 USD (or USD equivalent) in net fees for Oracle Cloud Success Protection Service for SaaS (B110976)

[1] Prorated for partial contract years based on the number of months in the partial contract year. A single month is equal to a half day. A partial month of 15 (fifteen) days or more will be rounded up and a partial month of less than 15 (fifteen) days will be rounded down (excluded).

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the Oracle Cloud Success Protection Service for SaaS.

1. Coordination and planning of activities described in the Success Management section.

2. Assistance with the following activities described in the Escalation Management across Ecosystem section.

   a. Issue reproduction

   b. Constructing a reproducible test case

   c. Assistance with activities described in the Innovation and Optimization Guidance section (in addition to the Service Days to which You are entitled pursuant to the Service Maximums section).

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Oracle Professional Services Delivery Policies ("Policies") available at http://www.oracle.com/contracts, the following obligations apply in addition to those in the Policies:

1. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams ("Approver").

2. Complete the Questionnaire.

3. Provide Oracle with necessary user and role access required to deliver the Oracle Cloud Success Protection Service for SaaS.

4. Provision any tools and associated compute and storage as requested by Oracle and required for Oracle to deliver activities documented under the Innovation and Optimization Guidance section.

5. Implement, or submit a request for Oracle to implement, recommended actions provided to You by Oracle as documented in the Innovation and Optimization Guidance section above.

6. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

7. Configure the Identified SaaS Service(s) to allow for viewing of Base Flows based on instructions provided by Oracle.

8. Provide to Oracle the Requested Start Date for the Oracle Cloud Guided Learning service as described in the Oracle Guided Learning section above.

9. If You are registering for Oracle Cloud Guided Learning Services on behalf of Your users, provide all relevant notices to and obtain any consents from Your users required to share the information with Oracle as required to sufficiently inform Your users of the purposes for which personal information is collected.

10. Agree that Oracle may collect for security and fraud prevention purposes, in accordance with the Oracle Privacy Policy, Your personal information in connection with Your registration for, and Oracle's provision of, the Oracle Cloud Guided Learning Services, including personal information You have entered into the command prompt when using the Oracle Cloud Guided Learning Services.

11. If You choose to continue the use of Oracle Cloud Guided Learning Services at the end of the 90-day period specified in the Oracle Guided Learning section hereof, separately purchase an Oracle Cloud Guided Learning Services subscription for additional fees.

Assumptions

1. The services will be provided in English. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the Oracle Cloud Success Protection Service for SaaS on Your behalf.

2. The Oracle Cloud Success Protection Service for SaaS will be provided by remote delivery resources (not on Your work premises).

3. Oracle Cloud Applications Learning Subscriptions are available in the North America Data Center only.

4. Any unused Service Days will be forfeited at the end of the Services Term.

5. Oracle Cloud Success Protection Service for SaaS is currently not available for Oracle Alloy, multi-tenancy Oracle Dedicated Region Cloud@Customer, Sovereign Clouds, or Government Clouds.

6. The Oracle Cloud Guided Learning Service is subject to the Oracle Cloud Hosting and Delivery Policies and Oracle SaaS Public Cloud Services Pillar document, which may be viewed at https://www.oracle.com/contracts.

7. Notwithstanding anything to the contrary set forth in the agreement referenced in Your order, the Oracle Data Processing Agreement for Oracle Services does not apply to Oracle Cloud Guided Learning Services, as such Cloud Services only allow You to input certain personal information, such as employee names and business contact details, for which Oracle serves as a data controller and not a data processor.

8. Any services not expressly identified herein are considered out of scope.

Oracle Configuration Review and Recommendations for Oracle Cloud

Service Offering	Part #
Oracle Configuration Review & Recommendations for Oracle Cloud: Base Fee	B89092 Retired
Oracle Database Technologies Layer	
Oracle Configuration Review & Recommendations for Oracle Cloud: Database Technologies – Tier 2	B89095 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Database Technologies – Tier 3	B89098 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Database Technologies – Tier 4	B89101 Retired
Oracle Middleware Technologies Layer	
Oracle Configuration Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 1	B89093 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 2	B89096 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 3	B89099 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 4	B89102 Retired
Oracle Applications Technologies Layer	
Oracle Configuration Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 1	B89094 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 2	B89097 Retired
Oracle Configuration Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 3	B89100 Retired
Oracle Supplemental Resources for Oracle Cloud	
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B87709 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer – Day	B87708 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B87706 Retired

Description of Services

1. Oracle will review the current configuration of Your environment for one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order and further defined in the Oracle Product Technology Layer and Tier Level table below, to identify issues that may impact system reliability, availability, and supportability by performing the following Services:

   a. Conduct a preliminary meeting and orientation;

   b. Install configuration data-collector tools;

   c. Collect current data regarding configuration, version, and patching;

   d. Perform analysis of the collected data;

   e. Provide a report describing the analysis and recommendations; and

   f. Conduct a final meeting to review the report and recommendations.

Oracle Product Technology Layer and Tier Level Table				
Oracle Product Technology Layer				
	Tier 1 Products	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
	Part #: N/A	**Part #: B89095**	**Part #: B89098**	**Part #: B89101**

Oracle Product Technology Layer and Tier Level Table				
Oracle Product Technology Layer	**Tier 1 Products**	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
Oracle Database Technologies		Oracle Database 11g	Oracle Database w/ Real Application Clusters (up to 8 nodes)	Oracle Exadata Full Rack (<=8 Databases, 1 Home)
		Oracle Database 12c with 1 multitenant container database ("CDB")	Oracle Exadata 1/2 Rack (<=4 Databases, 1 Home)	Oracle Database High Availability/ Oracle Maximum Availability Architecture w/ Real Application Clusters & Disaster Recovery
		Oracle Database Cloud Service ("DBCS") covering 1 multitenant container database ("CDB")	Oracle Database Cloud Service ("DBCS") w/ Real Application Clusters (up to 8 nodes) for 1 multitenant container database ("CDB")	Oracle Database Cloud Service ("DBCS") High Availability w/Real Application Clusters & Disaster Recovery for 1 multitenant container database ("CDB")
		Oracle Exadata 1/8 or 1/4 Rack (<=4 Databases, 1 Home)		
		Oracle Enterprise Manager		
Oracle Product Technology Layer	**Tier 1 Products**	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
Oracle Middleware Technologies	**Part #: B89093**	**Part #: B89096**	**Part #: B89099**	**Part #: B89102**
	Java Standard Edition ("Java SE")	Oracle Applications Server	Oracle WebLogic Server	Oracle Exalogic Full Rack
		Oracle Exalogic 1/8 or 1/4 Rack	Oracle Business Intelligence Enterprise Edition	
			Oracle GoldenGate	
			Oracle Exalogic 1/2 Rack	
			Oracle SOA Suite	
Oracle Applications Technologies	**Part #: B89094**	**Part #: B89097**	**Part #: B89100**	**Part #: N/A**
	Oracle Hyperion Enterprise Performance Management ("EPM")	Oracle PeopleSoft Human Capital Management ("HCM") or Financial Management System ("FMS")	Oracle eBusiness Suite (Financial Management Systems ("FMS"), Supply Chain Management ("SCM"), or Human Capital Management ("HCM"))	
		Oracle Siebel Customer Relationship Management ("CRM")		

2. Supplemental Resources

   If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Configuration Review and Recommendations for Oracle Cloud Services, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.[i]

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

   b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

   c. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

   a. The Services under this Service Description are limited to one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order.

   b. The Oracle Product(s) selected must match the Oracle Product Technology Layer and Tier Level identified in Your order and must be reviewed together as part of a single integrated environment.

   c. Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

   d. Any other services not expressly identified herein are considered out of scope.

Oracle DevOps Starter Pack

Service Offering	Part #
Oracle DevOps Starter Pack	~~B90362~~ Retired

Description of Services

1. Project Governance

   Oracle will assign you with a Technical Account Manager ("TAM") as Your primary contact for the Oracle DevOps Starter Pack Services, as delineated in section 2. below. Your TAM shall provide and/or assist you with the following Project Governance:

   a. Provide a DevOps pipeline, defined in section 2.b. below, questionnaire ("Questionnaire") to be completed by You in accordance with section 1.c.;

   b. Assist in coordinating Services delivery;

   c. Provide overall Services delivery governance; and

   d. Assist in coordinating Service delivery timing.

2. Oracle DevOps Starter Pack Services

   Oracle will provide the following Services for Your Oracle Cloud Platform subscription to assist You with the DevOps pipeline processes and procedures (the "Services"):

   a. Conduct up to a three (3) day workshop to include the following:

      i. Review Service scope, Your responsibilities, and Oracle responsibilities, including the production of a summary of your DevOps pipeline requirements, as delineated in section 2.a.v., a DevOps pipeline design document, as delineated in section 2.b.i., and a DevOps pipeline implementation summary, as delineated in section 2.b.vi.3.;

      ii. Review Your completed Questionnaire;

      iii. Identify DevOps tools including the following:

         1. If You have DevOps tools as part of the Your existing DevOps Toolchain, defined in section 2.c. below, for Database Automation, Continuous Integration, Configuration, Deployment and/or Release Orchestration tools installed and to be used as part of the DevOps pipeline requirements; and

         2. Additional mutually agreed upon DevOps tools to be incorporated into your existing DevOps Toolchain or the creation of a DevOps Toolchain, consistent with sections 2.b.ii and 2.b.iii below, for Database Automation, Continuous Integration, Configuration, Deployment and/or Release Orchestration tools installed and to be used as part of the DevOps pipeline requirements.

      iv. Review Your DevOps baseline requirements and identify a mutually agreed upon single non-production application, as delineated in sections 2.d.i. and 2.d. ii. below, which will be used for establishing a DevOps pipeline; and

      v. Provide Summary of DevOps pipeline requirements.

   b. Setup DevOps Pipeline

      i. Design DevOps pipeline and map to Your DevOps toolchain;

ii. If a DevOps toolchain does not exist in Your Oracle Cloud platform, Oracle will assist you in creating one (1) of the following environments where the DevOps toolchain will be installed and configured:

1. A Single instance within a single domain in a specified region; or

2. A single new Virtual Machine ("VM") instance within a single domain in a specified region; or

3. A single container instance within a specified region.

iii. Assist in the Installation of DevOps tools not currently part of Your existing DevOps toolchain on Your Oracle Cloud platform;

iv. Provide DevOps map for Infrastructure and Application Configuration and utilize the relevant DevOps toolchain installed on Your Oracle Cloud platform;

v. Set up and enable the DevOps pipeline with orchestration stages, jobs, and/or modules; and

vi. Provide a ninety (90) minute session for up to ten (10) participants to review the Services and to provide the following handover activities:

1. Presentation on DevOps pipeline deployed as part of the Services;

2. Demonstrate a single run on Deployed DevOps pipeline;

3. Provide DevOps pipeline implementation summary; and

4. Question and Answers Session regarding the Services.

Your Cooperation, Assumptions, and Exclusions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Promptly return the completed Questionnaire prior to commencement of the workshop identified in section 2.a. above.

b. Ensure Your Oracle Cloud Subscription has sufficient resources and accessibility for DevOps toolchain installation, configuration, and usability.

c. Identify a single non-production Oracle application which shall be mutually agreed upon for the Services to be performed in.

d. Provide internet protocols ("IP") for secure shell ("SSH") access to DevOps VM which can then further connect to DevOps toolchain and infrastructure components.

e. Download and properly license all DevOps tools incorporated in your DevOps toolchain under the Services.

f. Provide downloads for install of mutually agreed upon DevOps tools as part of your DevOps toolchain and any relevant software from the internet and ensure they are installed in accordance with the security policies governing Your environments.

g. Be solely responsible for compliance with the license rights granted under any DevOps tools licensed to You and to be incorporated in Your DevOps toolchain under the Services.

h. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

i. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

j. Provide and/or support all third-party software in connection with the provision of the Services defined herein.

k. Perform back-up or archival reproductions of all software and data contained on all hardware system(s), and within any of Your systems or equipment that may be affected by the Services, prior to the commencement of the Services.

l. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

a. The Services are limited to the following Oracle Cloud platforms:

i. Oracle Cloud Infrastructure ("OCI");

ii. Oracle Cloud Infrastructure – Classic ("OCI-C");

iii. Oracle Cloud at Customer; ("O-C@C") and

iv. Oracle Exadata Cloud at Customer ("Exa C@C").

b. DevOps pipeline shall mean the use of the DevOps toolchain to establish delivery, development and management of the infrastructure, configuration, and/or application throughout the software delivery lifecycle.

c. DevOps toolchain shall mean a set or combination of tools that aid in the delivery, development, and management of applications throughout the software development lifecycle.

d. The mutually agreed upon application will be either:

i. A single web application resource or web application archive ("War File") used to distribute a collection of JAR-files, Java Server Pages, Java Servlets, Java classes, XML files, tag libraries, static web pages (HTML and related files) and other resources that together constitute a web application; or:

ii. An Enterprise Application file(s) used by Java EE for packaging one or more modules into a single archive ("Ear File") which uses a single servlet to control the application's pipeline from one user interaction to the next by generating content in response to a request from Your user or from Java server pages ("JSP") which is a server-side programming technology that enables the creation of dynamic, platform-independent method for building Web-based applications connecting to single data source and will not be having any identity configuration. The identified application for DevOps pipeline is limited to one (1) infrastructure consisting of up to six (6) VMs or up to six (6) containers spread across two VMs.

e. In container based application deployments, container registry is setup by You and is a secured source of images.

f. If the automated installation of software or programs that requires no user interaction ("silent Install") is not available, the parties may mutually agree to utilize custom images (a self-contained piece of software that has everything in it needed to run – code, tools, and resources).

3. Exclusions

    a. Creating new-provisioning scripts for products that do not have silent provisioning or custom images available.

    b. Installation of third party testing, monitoring, compliance, and security tools as part of DevOps pipeline Support for application development and testing.

    c. Auditing or governing the following activities:

        i. Your application of Your own security policies as such relates to the Services;

        ii. Creating and/or modifying database, middleware, or capturing fingerprints of application builds, etc.;

        iii. Any third party software downloaded by You from the internet which includes tracking Licensing and/or User Agreements, expiration of trial offers, etc. and

        iv. Tracking every activity performed as part of DevOps pipeline.

    d. Security related testing and certification.

    e. Back up of existing infrastructure components such as Oracle database, Oracle middleware or VMs.

    f. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    g. Any other services not expressly identified in this service description.

Oracle Exadata Deployment Pack

Service Offering	Part #
Oracle Exadata Deployment Pack for Cloud	~~B93410~~ Retired

Description of Services:

Oracle will provide recommendations for transitioning Your current on-premises environment(s) (the "Source Environment") to Your Oracle Exadata environment (the "Destination Environment") and assist You with planning the deployment of Your Destination Environment (the "Services"):

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the duration of the Services who will perform the following:

   a. Conduct a preliminary meeting to review the Services.

   b. Provide a readiness planning questionnaire (the "Questionnaire") to be completed by You prior to the commencement of Services.

   c. Conduct a meeting to review Your responses to the Questionnaire.

   d. Conduct a final meeting to provide a summary of the Services.

2. Conduct a readiness planning workshop by performing the following activities:

   a. Review the infrastructure of Your Source Environment and validate that Your workload candidates are suitable for transition to Your Destination Environment.

   b. Develop Exadata workload resource specifications for one of the following:

      i. Oracle Database Exadata on-premises, Oracle Database Exadata Cloud at Customer, or Oracle Database Exadata Cloud Service:

         1. Up to four (4) databases workloads

         2. Design database workload shapes and provide workload administration recommendations.

3. Review Your tenant workload orchestration and provisioning.

4. Confirm Your tenant workload transition plans, tenant workload backup plans, tenant workload monitoring and management tools.

5. Create, configure, and demonstrate one (1) sample Exadata Database (up to 50GB) workload proof of concept, including backup and recovery to a backup environment provided by You.

6. Conduct a final meeting to review the report.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Promptly return the Questionnaire prior to commencement of the Services.

   b. Provide copies of existing architecture design documents, audit files, reports and/or assessments of Your Source Environment.

   c. Be solely responsible for limiting Oracle's exposure to any legally protected data.

d. Designate a project manager as the single point of contact for Oracle for the Services with appropriate level of authority as follows:

    i. Set priorities and coordinate activities

    ii. Be solely responsible for all decisions in connection with the Services.

e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

f. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

a. All communication (verbal, written, and electronic) associated with the delivery of the Services will be provided by Oracle in English language only.

b. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

c. Any other services not expressly identified herein are considered out of scope.

Oracle Management Cloud Performance Analytics

Service Offering	Part #
Oracle Management Cloud Performance Analytics	~~B88865~~ Retired

Description of Services

Oracle will provide the following Services to assist You to configure Your Oracle Management Cloud Services ("Cloud Services"), which shall include configuration of up to twenty (20) Entities (defined below) either in Your test or production environment, that will enable You to use the performance management functionality within the Cloud Services (collectively referred to as "OMC Performance Analytics Services"):

1. Conduct a preliminary meeting and orientation to discuss Your Entities, Cloud Services and associated enablement schedule;

2. Review Your completed questionnaire regarding Your Entities, dashboard, and alert and monitoring requirements;

3. Assist You to identify key performance indicators ("KPIs") for Your Entities;

4. Create dashboards, workload topology, alert and monitoring notifications and configure the Cloud Services environment for Your specific workload(s), which may include the following:

    a. OMC Log Analytics;

    b. OMC IT Analytics;

    c. OMC Infrastructure Monitoring; and

    d. OMC Application Performance Monitoring.

5. On a quarterly basis, review Your Cloud Services environment and make recommendations for modifications to include deployment and configuration of additional tools, Entities, or workload topologies.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Respond to the Oracle requirements questionnaire within a commercially reasonable amount of time after the preliminary meeting.

    b. Resolve performance alerts.

    c. Provide ongoing care and administration of the Cloud Services environment.

    d. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the OMC Performance Analytics Services hereunder.

    e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the OMC Performance Analytics Services.

    f. Prior to the commencement of the OMC Performance Analytics Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the OMC Performance Analytics Services.

2. Assumptions

   a. "Entities" are defined as Your hardware, software or other environment which is the target of the Cloud Services.

   b. The OMC Performance Analytics Services do not include actual performance analytic services; rather it includes the enablement services set forth above.

   c. Oracle will limit the OMC Performance Analytics Services described above to the following Oracle Products in Your IaaS and/or PaaS Oracle Cloud environment or in Your on premises environment:

      i. Oracle Database;

      ii. Oracle Real Application Clusters ("RAC");

      iii. Oracle Exadata;

      iv. Oracle Exadata Cloud Machine;

      v. Oracle Cloud Machine;

      vi. Oracle WebLogic Server;

      vii. Oracle E-Business Suite; and

      viii. Oracle Siebel.

   d. The OMC Performance Analytics Services shall be provided by remote delivery resources (not on Your work premises).

   e. Oracle may provide the OMC Performance Analytics Services by phone, via a customer-specific web portal (if ordered), and/or via electronic communication.

   f. The following are out of scope:

      i. Firewall, network, system, or access configurations; and

      ii. Any other services not expressly identified in this service description.

Oracle Management Cloud Rapid Troubleshooting

Service Offering	Part #
Oracle Management Cloud Rapid Troubleshooting	~~B88863~~ Retired

Description of Services

Oracle will provide the following Services to assist You to configure Your Oracle Management Cloud Services ("Cloud Services"), which shall include configuration of up to 20 Entities (defined below) either in Your test or production environment, that will enable You to use the rapid troubleshooting functionality within the Cloud Services (collectively referred to as "OMC Rapid Troubleshooting Services"):

1. Conduct a preliminary meeting and orientation to discuss Your Entities, Cloud Services and associated enablement schedule;

2. Review Your completed questionnaire regarding Your Entities, dashboard, alert and monitoring requirements;

3. Create dashboards, workload topology, alert and monitoring notifications and configure the Cloud Services environment for Your specific workload(s), which may include the following:

    a. OMC Log Analytics;

    b. OMC IT Analytics;

    c. OMC Infrastructure Monitoring; and

    d. OMC Application Performance Monitoring.

4. On a quarterly basis, review Your Cloud Services environment and make recommendations for modifications to include deployment and configuration of additional tools, Entities, or workload topologies.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Respond to the Oracle requirements questionnaire within a commercially reasonable amount of time after the preliminary meeting.

    b. Provide ongoing care and administration of the Oracle Cloud environment.

    c. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the OMC Rapid Troubleshooting Services hereunder.

    d. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the OMC Rapid Troubleshooting Services.

    e. Prior to the commencement of the OMC Rapid Troubleshooting Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the OMC Rapid Troubleshooting Services.

    f. Planning, integration, setup, and optimization of Your on premises, IaaS, or PaaS environment.

g. Rapid troubleshooting of Your Entities.

2. Assumptions

   a. "Entities" are defined as Your hardware, software or other environment which is the target of the Cloud Services.

   b. The OMC Rapid Troubleshooting Services do not include actual troubleshooting services; rather it includes the enablement services set forth above.

   c. Oracle will limit the OMC Rapid Troubleshooting Services described above to the following Oracle Products in Your IaaS and/or PaaS Oracle Cloud environment or in Your on premises environment:

      i.   Oracle Database;

      ii.   Oracle Real Application Clusters ("RAC");

      iii. Oracle Exadata;

      iv.   Oracle Exadata Cloud Machine;

      v.   Oracle Cloud Machine; and

      vi.   Oracle WebLogic Server.

   d. The OMC Rapid Troubleshooting Services shall be provided by remote delivery resources (not on Your work premises).

   e. Oracle may provide the OMC Rapid Troubleshooting Services by phone, via a customer-specific web portal (if ordered), and/or via electronic communication.

   f. The following are out of scope:

      i.   Firewall, network, system, or access configurations; and

      ii.   Any other services not expressly identified in this service description.

Oracle Management Cloud IT Operation Health Check

Service Offering	Part #
Oracle Management Cloud IT Operation Health Check	~~B88864~~ Retired

Description of Services

Oracle will use Your Oracle Management Cloud Log Analytics ("Cloud Services") to provide the following Services to assist You in identifying issues and anomalies in Your IaaS (infrastructure as a service) and/or PaaS (platform as a service) Oracle Cloud environment or in Your on premises environment (collectively referred to as "OMC IT Operation Health Check Services"):

1. Conduct a preliminary meeting and orientation to discuss Your computing workload mix and any recent or current issues experienced within the last six (6) months preceding the commencement of the OMC IT Operation Health Check Services hereunder;

2. Collect and analyze Your service request ("SR") data over the prior six (6) to twelve (12) months period;

3. Collect Your log data for up to six (6) Entities (defined below);

4. Analyze Your log data using the Cloud Services;

5. Use the Machine Learning (defined below) capabilities of the Cloud Services to identify characteristics that may be impacting Your IaaS and/or PaaS Oracle Cloud environment or Your on premises environment; and

6. Prepare and provide a report of findings and recommendations regarding Your Cloud Services. The recommendations may include the following: configuration changes, workload mix, patch or patch bundle application, and job execution timing.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the OMC IT Operation Health Check Services hereunder.

   b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the OMC IT Operation Health Check Services.

   c. Prior to the commencement of the OMC IT Operation Health Check Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the OMC IT Operation Health Check Services.

2. Assumptions

   a. "Machine Learning" is defined as an application of artificial intelligence ("AI") that enables computers to automatically learn and improve from experience in order to perform new/alternative functions without explicitly being programmed.

   b. The OMC IT Operation Health Check Services shall be provided by remote delivery resources (not on Your work premises).

c. Oracle may provide the OMC IT Operation Health Check Services by phone, via a customer-specific web portal (if ordered), and/or via electronic communication.

d. "Entities" are defined as Your hardware, software or other environment which is the target of the Cloud Services.

e. Oracle will limit the OMC IT Operation Health Check Services described above to the following Entities in Your IaaS and/or PaaS Oracle Cloud environment or in Your on-premises environment:

    i. Oracle Database

    ii. Oracle Real Application Clusters ("RAC")

    iii. Oracle Exadata

    iv. Oracle Exadata Cloud Machine, and

    v. Oracle WebLogic Server.

f. The following are out of scope:

    i. Third-party web analytics integration

    ii. Custom JavaScript implementation, and

    iii. Any other services not expressly identified in this service description.

Oracle Performance Review and Recommendations for Oracle Cloud

Service Offering	Part #
Oracle Performance Review & Recommendations for Oracle Cloud: Base	B89081 Retired
Oracle Database Technologies Layer	
Oracle Performance Review & Recommendations for Oracle Cloud: Database Technologies – Tier 2	B89084 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Database Technologies – Tier 3	B89087 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Database Technologies – Tier 4	B89090 Retired
Oracle Middleware Technologies Layer	
Oracle Performance Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 1	B89082 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 2	B89085 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 3	B89088 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Middleware Technologies – Tier 4	B89091 Retired
Oracle Applications Technologies Layer	
Oracle Performance Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 1	B89083 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 2	B89086 Retired
Oracle Performance Review & Recommendations for Oracle Cloud: Applications Technologies – Tier 3	B89089 Retired
Oracle Supplemental Resources for Oracle Cloud	
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B87709 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer –Day	B87708 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B87706 Retired

Description of Services

1. Oracle will review the current configuration of Your environment for one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order and further defined in the Oracle Product Technology Layer and Tier Level table below, to identify issues that may impact system performance by performing the following Services:

   a. Conduct a preliminary meeting and orientation;

   b. Identify data collection time period(s);

   c. Install configuration and performance data-collector tools;

   d. Collect data regarding configuration and performance;

   e. Perform analysis of the collected data;

   f. Provide a report identifying issues that may impact system performance and provide recommendations to address such issues; and

   g. Conduct a final meeting to review the report and recommendations.

Oracle Product Technology Layer and Tier Level Table			
Oracle Product Technology Layer	**Tier 1 Products**	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
	Part #: N/A	**Part #: B89084**	**Part #: B89087**	**Part #: B89090**

Oracle Database Technologies		Oracle Database 11g	Oracle Database w/ Real Application Clusters (up to 8 nodes)	Oracle Exadata Full Rack (<=8 Databases, 1 Home)
		Oracle Database 12c with 1 multitenant container database ("CDB")	Oracle Exadata 1/2 Rack (<=4 Databases, 1 Home)	Oracle Database High Availability/ Oracle Maximum Availability Architecture w/ Real Application Clusters & Disaster Recovery
		Oracle Database Cloud Service ("DBCS") covering 1 multitenant container database ("CDB")	Oracle Database Cloud Service ("DBCS") w/ Real Application Clusters (up to 8 nodes) for 1 multitenant container database ("CDB")	Oracle Database Cloud Service ("DBCS") High Availability w/Real Application Clusters & Disaster Recovery for 1 multitenant container database ("CDB")
		Oracle Exadata 1/8 or 1/4 Rack (<=4 Databases, 1 Home)		
		Oracle Enterprise Manager		
Oracle Product Technology Layer	**Tier 1 Products**	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
Oracle Middleware Technologies	**Part #: B89082**	**Part #: B89085**	**Part #: B89088**	**Part #: B89091**
	Java Standard Edition ("Java SE")	Oracle Applications Server	Oracle WebLogic Server	Oracle Exalogic Full Rack
		Oracle Exalogic 1/8 or 1/4 Rack	Oracle Business Intelligence Enterprise Edition	
			Oracle Exalogic 1/2 Rack	
			Oracle SOA Suite	
Oracle Applications Technologies	**Part #: B89083**	**Part #: B89086**	**Part #: B89089**	**Part #: N/A**
	Oracle Hyperion Enterprise Performance Management ("EPM")	Oracle PeopleSoft Human Capital Management ("HCM") or Financial Management System ("FMS")	Oracle eBusiness Suite (Financial Management Systems ("FMS"), Supply Chain Management ("SCM"), or Human Capital Management ("HCM"))	
		Oracle Siebel Customer Relationship Management ("CRM")		

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Performance Review and Recommendations for Oracle

Cloud Services, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.[i]

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a.   Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

    b.   Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

    c.   Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

    a.   The Services under this Service Description are limited to one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order.

    b.   The Oracle Product(s) selected must match the Oracle Product Technology Layer and Tier Level identified in Your order and must be reviewed together as part of a single/integrated environment.

    c.   Oracle will determine whether Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

    d.   Any other services not expressly identified herein are considered out of scope.

Oracle Security Review and Recommendations for Oracle Cloud

Service Offering	Part #
Oracle Security Review and Recommendations for Oracle Cloud: Base Fee	~~B89716~~ Retired
Oracle Database Technologies Layer	
Oracle Security Review and Recommendations for Oracle Cloud: Database Technologies – Tier 2	~~B89717~~ Retired
Oracle Security Review and Recommendations for Oracle Cloud: Database Technologies – Tier 3	~~B89718~~ Retired
Oracle Security Review and Recommendations for Oracle Cloud: Database Technologies – Tier 4	~~B89719~~ Retired
Oracle Supplemental Resources for Oracle Cloud	
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	~~B87709~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer –Day	~~B87708~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	~~B87707~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	~~B87706~~ Retired

Description of Services

1. Oracle will review Your current configuration for one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order, and further defined in the Oracle Product Technology Layer and Tier Level table below for Oracle Database Technologies, to identify issues that may impact the security of Your environment by performing the following Services:

   a. Conduct a preliminary meeting and orientation to review the Services and provide a security practices questionnaire (the "Questionnaire") to be completed by You;

   b. Provide non-invasive script(s) and/or collection tools to be installed and run by You with guidance from Oracle; or, at Oracle's discretion, to be installed remotely by Oracle under a separate order;

   c. Collect data regarding security configuration settings from the non-invasive script(s) and/or collection tools;

   d. Perform an analysis of the collected security configuration settings and the Questionnaire;

   e. Conduct a meeting to review the analysis with You;

   f. Provide a report identifying database and/or operating system security issues and provide security recommendations; and

   g. Conduct a final meeting to review the report and recommendations.

Oracle Product Technology Layer and Tier Level Table				
Oracle Product Technology Layer				
	Tier 1 Products	**Tier 2 Products**	**Tier 3 Products**	**Tier 4 Products**
	Part #: N/A	**Part #: B89717**	**Part #: B89718**	**Part #: B89719**
Oracle Database Technologies		Oracle Database Cloud Service ("DBCS") covering 1 multitenant	Oracle Database Cloud Service ("DBCS") w/ Real Application Clusters (up to 8 nodes) for 1 multitenant	Oracle Database Cloud Service ("DBCS") High Availability w/Real Application Clusters & Disaster Recovery for 1

container database ("CDB")	container database ("CDB")	multitenant container database ("CDB")
Oracle Database 11g	Oracle Database w/ Real Application Clusters (up to 8 nodes)	Oracle Database with Security Features including Encryption, Masking, DB Vault, and DB Audit
Oracle Database 12c with 1 multitenant container database ("CDB")	Oracle Exadata 1/2 Rack (<=4 Databases, 1 Home)	Oracle Database with High Availability Features including Real Application Clusters (RAC) & Disaster Recovery
Oracle Exadata 1/8 or 1/4 Rack (<=4 Databases, 1 Home)		Oracle Exadata Full Rack (<=8 Databases, 1 Home)

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Oracle Security Review and Recommendations for Oracle Cloud, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day. [i]

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

 a. If required, obtain and maintain for the duration of the Services under separate contract, licenses and annual technical support for any necessary Oracle software and hardware programs.

 b. Promptly complete and return the Questionnaire described within this Oracle Security Review & Recommendations for Oracle Cloud service.

 c. Provide copies of existing security documents, audit files, reports and/or assessments relative to Your environment.

 d. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

 e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

 f. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

g. Implement the recommendations provided by Oracle as part of the Services unless the parties agree otherwise under a separate order.

2. Assumptions

   a. The Services under this Service Description are limited to one (1) Oracle Product from each Oracle Product Technology Layer as identified in Your order.

   b. The Oracle Product(s) selected must match the Oracle Product Technology Layer and Tier Level identified in Your order and must be reviewed together as part of a single / integrated environment.

   c. Oracle will determine whether Services are provided by remote delivery resources or delivery resources on-site at Your location.

   d. Any other services not expressly identified herein are considered out of scope.

Oracle Standard Software Installation and Configuration for Oracle Cloud

Service Offering	Part #
Oracle Standard Software Installation & Configuration for Oracle Public Cloud Machine: Oracle Enterprise Manager (1 hybrid cloud, up to 4 assets)	~~B87736~~ Retired

Description of Services

[The service descriptions for Oracle Standard Software Installation and Configuration for Oracle Cloud still applies as documented above for Part Numbers B87737 and B93583. Only Part Number B87736 for Oracle Public Cloud Machine has been retired]

Oracle Standard Software Installation and Configuration for Oracle Management Cloud

Service Offering	Part #
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Base Fee	B90254 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Small	B90169 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Small - Agent Installation	B90170 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Medium	B90171 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Medium - Agent Installation	B90172 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Large	B90173 Retired
Oracle Standard Software Installation & Configuration for Oracle Management Cloud: Large - Agent Installation	B90174 Retired

Description of Services

1. A Technical Account Manager ("TAM") will be assigned to You, as Your primary contact for the ACS Services identified in this Service Description. Your TAM shall provide and/or assist with the following:

   a. Conduct a preliminary meeting and orientation regarding Your installation requirements for Your Oracle Public Cloud Machine;

   b. Assist with preparation of the installation and configuration summary report(s) associated with the Services; and

   c. Conduct a final meeting to review the installation and configuration summary report and recommendations for the Services.

2. Oracle will install and configure Agents (defined below) into Your on premise or Your production or non-production Cloud environment in order to forward telemetry data to Your Oracle Management Cloud Services ("Cloud Services") environment. The number of Agents to be installed determines whether Your installation is Small, Medium, or Large as described below and identified in Your order:

   a. Small Installation (B90169)

      i. Up to ten (10) days of Planning and Design services as set forth in Section 3 below;

      ii. Install and configure the quantity of Agents identified on Your order (part B90170);

      iii. Configure the following optional Cloud Services components, if required:

         1. Install and configure OMC Data Collector (a tool within the Cloud Services) and integrate with Your Oracle Enterprise Manager ("OEM") repository; and/or

         2. Install and configure OMC Gateway(s) (a tool within the Cloud Services);

      iv. Configure Entities (defined below) where Agents have been installed;

      v. Run configuration verification tests to confirm deployment of the Agents, and OMC Data Collector and OMC Gateway(s), if required;

      vi. Build and deploy one (1) Dashboard (defined below) to the OMC Monitoring Console; and

      vii. Prepare and provide an installation and configuration summary report.

b. Medium Installation (B90171)

    i. Up to fifteen (15) days of Planning and Design services as set forth in section 3 below;

    ii. Install and configure the quantity of Agents identified on Your order (part B90172);

    iii. Configure the following optional Cloud Services components, if required:

        1. Install and configure OMC Data Collector (a tool within the Cloud Services) and integrate with Your Oracle Enterprise Manager ("OEM") repository; and/or

        2. Install and configure OMC Gateway(s) (a tool within the Cloud Services);

    iv. Configure Entities (defined below) where Agents have been installed;

    v. Run configuration verification tests to confirm deployment of the Agents, and OMC Data Collector and OMC Gateway(s), if required;

    vi. Build and deploy two (2) Dashboards to the OMC Monitoring Console; and

    vii. Prepare and provide an installation and configuration summary report.

c. Large Installation (B90173)

    i. Up to twenty (20) days of Planning and Design services as set forth in section 3 below;

    ii. Install and configure the quantity of Agents identified on Your order (part B90174);

    iii. Install and configure the following optional Cloud Services components, if required:

        1. Install and configure OMC Data Collector (a tool within the Cloud Services) and integrate with Your Oracle Enterprise Manager ("OEM") repository; and/or

        2. Install and configure OMC Gateway(s) (a tool within the Cloud Services);

    iv. Configure Entities (defined below) where Agents have been installed;

    v. Run configuration verification tests to confirm deployment of the Agents, and OMC Data Collector and OMC Gateway(s), if required; and

    vi. Build and deploy three (3) Dashboards to the OMC Monitoring Console;

    vii. Prepare and provide an installation and configuration summary report.

3. Up to the quantity of days identified above for Planning and Design services, Oracle will assist You with the planning and design of Your Cloud Services environment:

a. General

    i. Conduct a preliminary meeting and orientation to review the Services in this Service Description.

b. Analysis of Monitoring Environment

    i. Provide a questionnaire "Questionnaire" to identify Your existing monitoring assets (i.e., hardware and network infrastructure, databases, middleware, and applications), Cloud Services, and Dashboard requirements;

    ii. Work with You to identify key performance indicators, alerting rules and notification mechanisms;

    iii. Install and run configuration information collection tools, if applicable;

    iv. Collect configuration information from the tools;

    v. Review and analyze the collected configuration information and Your completed Questionnaire; and

vi. Conduct a meeting to review above.

c. Prepare an Installation Plan

i. Provide a plan that sets forth an installation roadmap including Agent deployment, Cloud Services configuration, monitoring rules for each unique supported Entity, Dashboard design, OMC Gateway Deployment (if needed), and OMC Data Collector Deployment (if needed); and

ii. Conduct a meeting to review the plan.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services under this Service Description.

b. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services under this Service Description.

c. Prior to the commencement of the Services under this Service Description, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services under this Service Description.

2. Assumptions

a. An "Agent" is a tool within certain Oracle Products that is responsible for collecting telemetry data, including log, monitoring, and performance data to be used in the various Cloud Services (log analytics, IT analytics and infrastructure monitoring). An Agent will be installed on the target Entity, whether in Your on-premises environment or in a Cloud environment. An Agent can communicate to the Cloud Services directly, via a proxy, or via the OMC Gateway.

b. "Entities" are defined as Your hardware, software or other environment which is the target of the Cloud Services.

c. A "Dashboard" is a graphical reporting tool used to display key performance indicators, metrics, and key data points to monitor the health of an information technology ecosystem.

d. Services under this Service Description shall be provided by remote delivery resources (not on Your work premises).

e. Any other services not expressly identified herein are considered out of scope.

Oracle Transition Service: Data Transfer to Oracle Cloud Infrastructure (OCI) Appliance

Service Offering	Part #
Oracle Transition Service: Data Transfer to OCI Appliance	~~B90473~~ Retired

Description of Services

1. Oracle will assist You in preparing Your on premise environment ("Source Environment") to upload and transfer data, using the Oracle Cloud Infrastructure Data Transfer Appliance ("DTA") provided by Oracle Cloud Infrastructure, by performing the following Services:

   a. Data Transfer to Oracle Cloud Infrastructure Appliance

      Oracle will provide the following Services to assist with the upload and transfer of Your data from Your Source Environment to the DTA by performing the following:

      i. Assist with ordering one (1) DTA from Oracle Cloud Infrastructure;

      ii. Assist with the download of Oracle Data Transfer Utility from the Oracle Cloud Documentation and install on to Your Source Environment;

      iii. Set up the DTA (e.g., network configuration; create and activate the network file system dataset, etc.);

      iv. Transfer Your data from Your Source Environment to the DTA;

      v. Confirm that the data from Your Source Environment has been transferred to the DTA; and

      vi. Unplug the DTA and review with You the instruction guide for packing and shipping the DTA back to the Oracle Data Center.

   b. Technical Account Manager Assistance

      A Technical Account Manager ("TAM") will be assigned to You, as Your primary contact for the Services identified herein. Your TAM shall provide and/or assist with the following:

      i. Conduct a preliminary meeting and orientation to review Your data transfer requirements;

      ii. Assist with preparation of the data transfer summary report(s);

      iii. Review the data transfer summary report and provide recommendations; and

      iv. Conduct a final Oracle Web Conference session to discuss the Services.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Configure the DTA encryption.

   b. Create and ensure the safety and security of Your encryption key.

   c. Route any issues arising from the encryption of Your data on the DTA to the Oracle Cloud Infrastructure Support team.

   d. If Your Source Environment requires Internet-aware applications to use network proxies, ensure that the required Linux environment variables are established.

   e. Pack and ship the DTA back to the applicable Oracle Data Center.

f. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

g. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between Your teams regarding the Services hereunder.

h. Provide and/or support all third-party software in connection with the provision of the Services defined herein.

i. Provide complete and accurate information to Oracle regarding hardware system(s) for, or on, which Services are to be performed, including, without limitation, the serial number for the hardware system(s).

j. Perform back-up or archival reproductions of all software and data contained on all hardware system(s), and within any of Your systems or equipment that may be affected by the Services, prior to the commencement of the Services.

k. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

2. Assumptions

a. The Oracle Data Transfer Utility is available via download from Oracle Cloud Documentation.

b. A data transfer is limited to 150 terabytes ("TB") of data per DTA.

c. Oracle Cloud Infrastructure creates a strong passphrase for each appliance for authentication purposes.

d. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

e. Any other services not expressly identified herein are considered out of scope.

Oracle Transition Service: Virtual Machines (VMs) to OCI

Service Offering	Part #
Oracle Transition Service: Virtual Machines (VMs) to OCI	~~B90985~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	~~B87706~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	~~B87707~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	~~B87708~~ Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	~~B87709~~ Retired

Description of Services

Oracle will provide the following activities (the "Services") to transition Your current virtualized workloads environment for one (1) application, up to 20 virtual machines (VMs) and total storage of up to 2 terabytes (TB), (the "Source Environment") to Oracle Cloud Infrastructure ("Destination Environment") in accordance with and to supplement the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-requisite Service

Service Offering	Part #
Oracle Workload Planning and Design: Virtual Machines (VMs) to OCI	~~B90984~~ Retired

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the Services who will perform the following:

    a. Conduct a preliminary meeting and orientation to review Your workload requirements

    b. Assist with the preparation of workload summary report(s)

    c. Review the workload transfer summary report and provide recommendations

    d. Conduct a final Oracle Web Conference session to discuss the Services

2. Review and validate the following documents created as part of the Pre-Requisite Service:

    a. Deployment Specification Plan

    b. Questionnaire

3. Assist You with preparing the Source Environment for transition to the Destination Environment as documented in the Deployment Specification Plan.

4. Create a documented logistics plan for the transition of the Source Environment to the Destination Environment (the "Transition Plan").

5. Assist You with activating Oracle Cloud subscriptions for the Destination Environment that are separately purchased by You (the "Cloud Subscriptions").

6. Execute up to two (2) test transitions and a final transition of Your production workload into the Destination Environment utilizing computing capacity obtained via Your separate purchase of the Cloud Subscriptions.

7. Execute the following transition activities as documented in the Transition Plan:

    a. Create the network layout required for the deployment of Your Destination Environment.

    b. Deploy Your VMs or create new shapes in the Destination Environment.

    c. Attach workload volumes to the Destination Environment.

    d. Load data into the Destination Environment.

8. Execute changes   required as a result of the transition for deploying Your virtualized workload in the Destination Environment.

9. Perform basic health checks to validate access to the Destination Environment.

10. Address issues related to workload functionality that are identified as the result of the transition to the Destination Environment.

11. Work with You to facilitate resolution of issues identified during User Acceptance Testing.

12. Transfer management of the Destination Environment to You.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Services under this Service Description, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

    b. Provide and/or support all third-party software in connection with the provision of the Services defined herein.

    c. Perform backup or archival reproductions of all software and data contained on all hardware system(s), and within any of Your systems or equipment that may be affected by the Services, prior to the commencement of the Services.

    d. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle's performance of the Services.

    e. Perform functionality testing in the Destination Environment during the initial test transition.

    f. Conduct User Acceptance Testing for all subsequent test migrations.

    g. Make no significant changes in the use of the Source Environment once the technical portion of the transition project commences, however, You may continue to use the Source Environment for normal business activities consistent with use prior to the commencement of the transition project.

    h. Cease or modify any development effort with current or future impact to the Source Environment, including but not limited to patching, Upgrades, or enhancements, so as not to disrupt the transition services.

    i. Work with Oracle to address any issues identified during User Acceptance Testing (UAT).

2. Assumptions

    a. Oracle will determine whether the Services are provided by remote delivery resources or delivery resources on-site at Your work premises.

    b. Oracle will deliver the Services in accordance with the Oracle Consulting & Advanced Customer Services Security Practices and the Security Solutions section of the Oracle Cloud Infrastructure Technical Resources.

    c. The Services are designed to re-host Your existing Source Environment in Oracle Cloud Infrastructure and are not intended to implement or introduce new or additional functionality using refactoring or other strategies.

    d. Any other services not expressly identified herein are considered out of scope.

Oracle Workload Planning and Design Service: Virtual Machines (VMs) to OCI

Service Offering	Part #
Oracle Workload Planning and Design: Virtual Machines (VMs) to OCI	B90984 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager I - Day	B87706 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Technical Account Manager II - Day	B87707 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Advanced Support Engineer - Day	B87708 Retired
Oracle ACS Supplemental Resource for Oracle Cloud - Senior Advanced Support Engineer - Day	B87709 Retired

Description of Services

Oracle will provide the following services (the "Services") in preparation for transitioning Your current virtualized workloads environment (the "Source Environment") to Oracle Cloud Infrastructure (the "Destination Environment").

1. Assign a Technical Account Manager ("TAM") as Your primary contact for the Services for the following:

   a. Conduct an initial orientation meeting to review delivery of the Services

   b. Subsequent to the initial orientation meeting, conduct two (2) meetings to review (i) results of analysis of the Source Environment analysis (as described below) and (ii) recommendations regarding the Destination Environment.

   c. Assist You with completing a questionnaire provided to You by Oracle to provide Source Environment information and associated VM inventory as required by Oracle to conduct an analysis of Your Source Environment (the "Questionnaire").

2. As required to conduct an analysis of Your Source Environment, collect information about Your Source Environment such as architecture, network configurations, product features, CPUs, cores, Operating System version, service levels in addition to Your critical business objectives, and areas of focus via the following:

   a. The Questionnaire to be completed by You

   b. Configuration information obtained via collection tools installed and run by Oracle (the "Tools"), if applicable

3. Review and analyze information collected via the Questionnaire and Tools.

4. Conduct a transition feasibility study.

5. Identify the required Destination Environment and provide a detailed plan which sets forth the recommended transition approach, a deployment roadmap, and recommended processes and procedures for transitioning to the Destination Environment(s) (the "Deployment Specification Plan").

6. Conduct a final meeting with You to review the Deployment Specification Plan.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, to assist in the furtherance of the Services under this Service Description, up to the maximum number of days per resource role as set forth in Your order. A "day" is defined as one (1) resource working eight (8) hours per day.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

   b. Designate a project manager with appropriate level of authority who shall:

      i. Set priorities and coordinate activities.

      ii. Be solely responsible for, and make all decisions related to, the Services.

      iii. Be responsible for interaction with Oracle regarding the Services.

   c. Provide and/or support all third-party software in connection with the provision of the Services.

   d. Promptly complete and return the Questionnaire.

   e. Perform back-up or archival reproductions of all software and data contained on all hardware system(s), and within any of Your systems or equipment that may be affected by the Services, prior to the commencement of the Services.

2. Assumptions

   a. Oracle will determine whether the Services are provided by remote delivery resources (not on Your work premises) or delivery resources on-site at Your work premises.

   b. Oracle will deliver the Services in accordance with the Oracle Consulting & Advanced Customer Services Security Practices and the Security Solutions section of the Oracle Cloud Infrastructure Technical Resources.

   c. Any other services not expressly identified herein are considered out of scope.

[i] A "day" is defined as one (1) resource working up to eight (8) hours per day, except in the following countries: Australia (7.5 hours per day), Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

[ii] A "day" is defined as one (1) resource working up to eight (8) hours per day, except in the following countries: Australia (7.5 hours per day), Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).