



Oracle Construction & Engineering Global Price List

December 1, 2021

Oracle Construction & Engineering Global Price List

	License Price	Software Update License & Support	Metric	Minimum	Pricing Notes
Products: P6					
Primavera P6 Enterprise Project Portfolio Management	3,500	770.00	Application User	-	3
Primavera P6 Progress Reporter	1,200	264.00	Application User	-	-
Primavera P6 Professional Project Management	3,200	704.00	Application User	-	-
Products: Primavera					
Primavera Portfolio Management	2,900	638.00	Application User	50	-
Products: Unifier					
Primavera Unifier Project Controls	3,950	869.00	Application User	25	-
Primavera Unifier Earned Value Management	995	219.00	Application User	5	-
Primavera Unifier Facilities and Asset Management	3,950	869.00	Application User	25	-
Primavera Unifier Portal User	75	17.00	Application User	100	-
Integration Products					
Primavera Gateway	20,000	4,400.00	Application User	5	-
Primavera P6 Enterprise Project Portfolio Management Web Services	625	138.00	Application User	10	3
Primavera P6 Enterprise Project Portfolio Management Web Services	125	28.00	Employee	5000	3
Crystal Ball (Commercial)					
Crystal Ball	995	219.00	Application User	-	31
Crystal Ball Decision Optimizer	1,000	220.00	Application User	-	31
Crystal Ball Suite	1,995	439.00	Application User	-	31
Crystal Ball Enterprise Performance Management	4,000	880.00	Application User	5	31

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	Monthly Subscription Fee	Metric	Minimum	Part Number	Pricing Notes
Products: P6 (Cloud Service)					
Primavera P6 Enterprise Project Portfolio Management Cloud Service	250	Hosted Named User	25	B76057	6
Primavera P6 Progress Reporter Cloud Service	24	Hosted Named User	-	B76058	-
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	40	Hosted Named User	-	B76059	6
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	2	Hosted Employee	5000	B90370	6
Products: Unifier (Cloud Service)					
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25	B79672	-
Primavera Unifier Earned Value Management Cloud Service	49	Hosted Named User	5	B89672	-
Primavera Unifier Team for External Collaborators Cloud Service	50	Hosted Named User	10	B92899	-
Primavera Unifier Facilities and Asset Management Cloud Service	150	Hosted Named User	25	B84353	-
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100	B76545	-
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1	B78041	-
AutoVue 3D Professional Advanced Cloud Service	50	Hosted Named User	1	B86057	-
Products: P6 and Unifier Additional Options (Cloud Service)					
Primavera P6 Cloud Service Additional Production Database	80	Hosted Named User	25	B82760	-

Oracle Construction & Engineering Global Price List

	Monthly Subscription Fee	Metric	Minimum	Part Number	Pricing Notes
Products: Oracle Primavera Cloud (Cloud Service)					
Oracle Primavera Schedule Cloud Service	100	Hosted Named User	5	B92515	-
Oracle Primavera Task Management Cloud Service	50	Hosted Named User	5	B92516	-
Oracle Primavera Progress Cloud Service	12	Hosted Named User	5	B92517	-
Oracle Primavera Portfolio Planning Cloud Service	200	Hosted Named User	5	B90210	-

Please Note: For Oracle Primavera Cloud Services with metric: '1M of Project Value', fees are based on the corresponding formula. Formula as shown reflects USD only. Refer to the appropriate Oracle quoting tool to determine the actual monthly unit net fee for the corresponding cloud service in local currency.

When using the appropriate Oracle quoting tool, quantities entered for Oracle Primavera Cloud Services with metrics listed above, are in local currency, in millions.

Oracle Primavera Schedule Single Project Cloud Service	850*(Months ^{0.76})*(1M of Project Value ^{0.79})	1M of Project Value	-	B92700	-
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	Monthly Subscription Fee	Metric	Minimum	Part Number	Pricing Notes
Primavera Submittal Exchange Cloud Service					
Primavera Submittal Exchange Single Project Cloud Service	See Submittal Exchange Single Project Price Schedule	Construction Project Value in Millions	-	B88659	7
Primavera Submittal Exchange Public Planroom Cloud Service	50	Project	-	B88660	8

PRIMAVERA SUBMITTAL EXCHANGE SINGLE PROJECT PRICE SCHEDULE

Band	Maximum Project Value USA (Dollar)	Quantity to Quote Per Million	Monthly Price USA (Dollar)
1	1,000,000	1	185
2	3,000,000	3	350
3	6,000,000	6	400
4	10,000,000	10	475
5	25,000,000	25	600
6	50,000,000	50	750
7	100,000,000	100	900
8	250,000,000	250	1,100
9	500,000,000	500	2,000
10	750,000,000	750	2,500
11	1,000,000,000	1,000	3,000

Primavera Submittal Exchange Enterprise Cloud Service	See Submittal Exchange Enterprise Price Schedule	\$M in Total Construction Value	-	B92493	-
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PRIMAVERA SUBMITTAL EXCHANGE ENTERPRISE PRICE SCHEDULE

Band	Maximum Project Value USA (Dollar)	Quantity to Quote Per Million	Monthly Price USA (Dollar)
1	50,000,000	50	2,083
2	100,000,000	100	2,500
3	200,000,000	200	4,750
4	300,000,000	300	6,950
5	400,000,000	400	9,100
6	500,000,000	500	11,200
7	600,000,000	600	13,250
8	700,000,000	700	15,250
9	800,000,000	800	17,200
10	900,000,000	900	19,100
11	1,000,000,000	1,000	20,950
12	1,250,000,000	1,250	25,700
13	1,500,000,000	1,500	30,450
14	1,750,000,000	1,750	35,200
15	2,000,000,000	2,000	39,950
16	2,250,000,000	2,250	44,700
17	2,500,000,000	2,500	49,450

Oracle Construction & Engineering Global Price List
Aconex Cloud Services

Note: For Oracle Aconex Cloud Services with metric '1M of Project Value Allowance' or '1M of Project Value', fees are based on the corresponding formula. Formula as shown reflects USD only. Refer to the appropriate Oracle quoting tool to determine the actual monthly unit net fee for the corresponding cloud service in local currency.

When using the appropriate Oracle quoting tool, quantities entered for Oracle Aconex Cloud Services with metrics listed above, are in local currency, in millions.

	Monthly Subscription Fee	Metric	Minimum	Part Number	Pricing Notes
Oracle Aconex Base Cloud Services - Enterprise					
Oracle Aconex Core Enterprise Cloud Service	$1700 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91329	-
Oracle Aconex Field Enterprise Cloud Service	$680 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91453	-
Oracle Aconex Project Controls Enterprise Cloud Service	$850 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91455	-
Oracle Aconex Core Enterprise Cloud Service	50	Hosted Named User	5	B91330	-
Oracle Aconex Field Enterprise Cloud Service	50	Hosted Named User	5	B91454	-
Oracle Aconex Project Controls Enterprise Cloud Service	500	Hosted Named User	5	B91456	-
Oracle Aconex Early Access Enterprise Cloud Service	2,000	Customer	-	B91331	-
Oracle Aconex Add-on Cloud Services - Enterprise					
Oracle Aconex Tenders Enterprise Cloud Service	$170 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91332	-
Oracle Aconex Supplier Documents Enterprise Cloud Service	$170 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91458	-
Oracle Aconex Packages Enterprise Cloud Service	$255 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91460	-
Oracle Aconex Contract Management Enterprise Cloud Service	$255 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91462	-
Oracle Aconex Model Coordination Enterprise Cloud Service	$255 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91464	-
Oracle Aconex Handover Enterprise Cloud Service	$255 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91466	-
Oracle Aconex Scheduled Archive Enterprise Cloud Service	$85 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B92439	-
Oracle Aconex Online Archive Enterprise Cloud Service	$51 * (\text{Months}^{-0.75}) * (1\text{M of Project Value Allowance}^{0.75})$	1M of Project Value Allowance	-	B91468	-
Oracle Aconex Tenders Enterprise Cloud Service	8	Hosted Named User	5	B91333	18
Oracle Aconex Supplier Documents Enterprise Cloud Service	8	Hosted Named User	5	B91459	18
Oracle Aconex Packages Enterprise Cloud Service	9	Hosted Named User	5	B91461	18
Oracle Aconex Contract Management Enterprise Cloud Service	200	Hosted Named User	5	B91463	18
Oracle Aconex Model Coordination Enterprise Cloud Service	10	Hosted Named User	5	B91465	18
Oracle Aconex Handover Enterprise Cloud Service	9	Hosted Named User	5	B91467	18
Oracle Aconex Scheduled Archive Enterprise Cloud Service	4	Hosted Named User	5	B92440	18
Oracle Aconex Online Archive Enterprise Cloud Service	2	Hosted Named User	5	B91469	18
Oracle Aconex Tenders Early Access Enterprise Cloud Service	150	Customer	-	B91335	-
Oracle Aconex Supplier Documents Early Access Enterprise Cloud Service	150	Customer	-	B91470	-
Oracle Aconex Packages Early Access Enterprise Cloud Service	400	Customer	-	B91471	-
Oracle Aconex Model Coordination Early Access Enterprise Cloud Service	400	Customer	-	B91472	-
Oracle Aconex Base Single Project Cloud Services for Enterprise					
Oracle Aconex Tenders Single Project Cloud Service for Enterprise	8	Hosted Named User	5	B91337	-
Oracle Aconex Supplier Documents Single Project Cloud Service for Enterprise	8	Hosted Named User	5	B91474	-
Oracle Aconex Packages Single Project Cloud Service for Enterprise	9	Hosted Named User	5	B91476	-
Oracle Aconex Contract Management Single Project Cloud Service for Enterprise	200	Hosted Named User	5	B91478	-
Oracle Aconex Model Coordination Single Project Cloud Service for Enterprise	10	Hosted Named User	5	B91480	-
Oracle Aconex Scheduled Archive Single Project Cloud Service for Enterprise	4	Hosted Named User	5	B92442	-
Oracle Aconex Handover Single Project Cloud Service for Enterprise	9	Hosted Named User	5	B91482	-

Oracle Construction & Engineering Global Price List
Aconex Cloud Services

	Monthly Subscription Fee	Metric	Minimum	Part Number	Pricing Notes
Oracle Aconex Base Cloud Services - Single Project					
<i>Note: For Oracle Aconex Single Projects with metric '1M of Project Value', the variable 'Months' in the Monthly Subscription Fee represents the entire duration of the project.</i>					
Oracle Aconex Core Single Project Cloud Service	1700*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91338	-
Oracle Aconex Field Single Project Cloud Service	680*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91487	-
Oracle Aconex Project Controls Single Project Cloud Service	850*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91489	-
Oracle Aconex Core Single Project Cloud Service	50	Hosted Named User	5	B91339	-
Oracle Aconex Field Single Project Cloud Service	50	Hosted Named User	5	B91488	-
Oracle Aconex Project Controls Single Project Cloud Service	500	Hosted Named User	5	B91490	-
Oracle Aconex Early Access Single Project Cloud Service	850*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91498	-
Oracle Aconex Scheduled Archive Single Project Cloud Service	85*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91493	-
Oracle Aconex Scheduled Archive Single Project Cloud Service	4	Hosted Named User	5	B92443	18
Oracle Aconex Defects Liability Single Project Cloud Service	85*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91491	-
Oracle Aconex Defects Liability Single Project Cloud Service	3	Hosted Named User	5	B91492	18
Oracle Aconex Add-on Cloud Services - Single Project					
Oracle Aconex Tenders Single Project Cloud Service	170*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91341	-
Oracle Aconex Supplier Documents Single Project Cloud Service	170*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91499	-
Oracle Aconex Packages Single Project Cloud Service	255*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91501	-
Oracle Aconex Contract Management Single Project Cloud Service	255*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91503	-
Oracle Aconex Model Coordination Single Project Cloud Service	255*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91505	-
Oracle Aconex Handover Single Project Cloud Service	255*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91507	-
Oracle Aconex Tenders Single Project Cloud Service	8	Hosted Named User	5	B91342	18,19
Oracle Aconex Supplier Documents Single Project Cloud Service	8	Hosted Named User	5	B91500	18,19
Oracle Aconex Packages Single Project Cloud Service	9	Hosted Named User	5	B91502	18
Oracle Aconex Contract Management Single Project Cloud Service	200	Hosted Named User	5	B91504	-
Oracle Aconex Model Coordination Single Project Cloud Service	10	Hosted Named User	5	B91506	18
Oracle Aconex Handover Single Project Cloud Service	9	Hosted Named User	5	B91508	18
Oracle Aconex Tenders Early Access Single Project Cloud Service	85*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91509	-
Oracle Aconex Supplier Documents Early Access Single Project Cloud Service	85*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91510	-
Oracle Aconex Packages Early Access Single Project Cloud Service	130*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91511	-
Oracle Aconex Model Coordination Early Access Single Project Cloud Service	130*(Months ^{-0.76})*(1M of Project Value ^{0.76})	1M of Project Value	-	B91512	-

Oracle Construction & Engineering Global Price List
Aconex Cloud Services

	Fee	Metric	Minimum	Part Number	Pricing Notes
Oracle Aconex Cloud Services - Additional Archives Oracle Aconex Online Archive Project Cloud Service	See Oracle Aconex Online Archive Gigabyte-based Rate Card	Gigabyte	20	B91345	7
Oracle Aconex Single Project Archive	See Oracle Aconex Single Project Archive Gigabyte-based Rate Card	Gigabyte	10	B91530	22

Oracle Aconex Online Archive Gigabyte-based Pricing Instructions:

Prices listed in the Oracle Aconex Online Archive Gigabyte-based Rate Card table are applicable to Oracle Aconex Online Archive Project Cloud Service (fees listed are monthly per gigabyte). Prices are based on the number of total gigabytes associated to the project(s) associated to the order. Note that the customer is not purchasing a bucket of gigabytes. The gigabyte volume is used only to determine the applicable price band. When Quoting Oracle Aconex Online Archiven Cloud Service (per Gigabyte), enter the number of gigabytes for the customer's project(s).

Oracle Aconex Online Archive Gigabyte-based Rate Card

Band #	Archive Size in Gigabytes		Oracle Aconex Online Archive fee per Gigabyte (per month)
	Band Begins	Band Ends	
1	20	30	0.460
2	31	40	0.428
3	41	50	0.404
4	51	75	0.386
5	76	100	0.342
6	101	150	0.308
7	151	200	0.245
8	201	250	0.217
9	251	300	0.193
10	301	400	0.171
11	401	500	0.140
12	501	750	0.113
13	751	1000	0.092
14	1001	1500	0.081
15	1501	2000	0.070
16	2001	2500	0.061
17	2501	3000	0.053
18	3001	4000	0.046
19	4001	5000	0.038
20	5001	7500	0.032
21	7501	10000	0.027
22	10001	or greater	0.024

Oracle Aconex Single Project Archive Gigabyte-based Pricing Instructions:

Prices listed in the Oracle Aconex Single Project Archive Gigabyte-based Rate Card table are applicable to the Oracle Aconex Single Project Archive (fees listed are one-time per gigabyte). Prices are based on the number of total gigabytes associated to the project on the order. Note that the customer is not purchasing a bucket of gigabytes. The gigabyte volume is used only to determine the applicable price band. When Quoting Oracle Aconex Single Project Archive (per Gigabyte), enter the number of gigabytes for the customer's project.

Oracle Aconex Single Project Archive Gigabyte-based Rate Card

Band #	Archive Size in Gigabytes		Oracle Aconex Single Project Archive fee per Gigabyte (one-time fee)
	Band Begins	Band Ends	
1	10	30	22.55
2	31	40	22.25
3	41	50	21.95
4	51	75	21.65
5	76	100	20.45
6	101	150	19.25
7	151	200	16.25
8	201	250	15.05
9	251	300	13.85
10	301	400	13.30
11	401	500	12.75
12	501	750	10.60
13	751	1000	9.20
14	1001	1500	8.50
15	1501	2000	7.80
16	2001	2500	7.10
17	2501	3000	6.40
18	3001	4000	5.70
19	4001	5000	4.95
20	5001	7500	4.25
21	7501	10000	3.90
22	10001	or greater	3.55

Definitions

1M of Project Value Allowance: is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the maximum cumulative Project Value Consumption covered by Your order.

1M of Project Value: is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the single Project Value covered by Your order.

\$M in Total Construction Value: is defined as one Million U.S. Dollars (stated in Millions by local currency) of the annual total construction value managed by the Cloud Service.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Construction Project Value in Millions: is defined as the cost for a construction project (stated in Millions by local currency) that is managed through the Oracle Cloud Service over the duration of the Project. (Submittal Exchange)

Customer: is defined as the customer entity specified on an order. The application may not be used or accessed for the business operations of any third party, including but not limited to external customers, partners, contractors, or affiliates.

Employee: is defined as

- (i) all of your full-time, part-time, temporary employees, and
- (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs.

The quantity of the licenses required is determined by the number of Employees and not the actual number of users.

In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Gigabyte: is defined as a gigabyte of storage space.

Hosted Employee: is defined as

- (i) all of your full-time, part-time, temporary employees, and
- (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs

The quantity of the licenses required is determined by the number of Employees and not the actual number of users.

In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Hosted Environment: is defined as the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Oracle Cloud Services which You have ordered. A hosted environment can be used for only one type of Oracle Program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Nonproduction environment: is defined as a Hosted Environment that is specifically sized and designed (i) for functional testing and validating changes prior to their promotion to the Production Environment, (ii) for recreating events and duplicating issues occurring in the Production Environment for the purposes of troubleshooting and facilitating incident resolution, and (iii) for development, training, and testing purposes. The Nonproduction Environment may not be used for production purposes or for performance or stress testing, and any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Nonproduction Environments. The Nonproduction Environment is limited to 50 concurrent Users. The Nonproduction Environment may be refreshed, at Your request, no more than once per quarter. Note that only the database will be copied over. File repositories and user reports are not copied from production environment. Oracle periodically makes backups of nonproduction data for Oracle's sole use to limit data loss and service downtime in the event of a disaster.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at <http://oracle.com/contracts>. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at <http://www.oracle.com/Support>

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution. Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at <http://www.oracle.com/support>

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

- Updates, fixes and security alerts
- Tax, legal and regulatory updates
- Upgrade scripts
- Technical support
- Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

- Technical Support
- Access to MetaLink/Customer Connection
- Major product and technology releases
- Pre-existing fixes

Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administrative Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.