

Schedule 1 Oracle Hardware and Systems Technical Support Price List

The following notes apply to all Oracle first year and renewal year Technical Support services listed on Schedule 1 and described in Appendix E, Submission #7.

Notes:

1. No fee for Technical Support services can be imposed upon the Authorized User that is not expressly set forth in this Appendix E, Submission #4.
2. No payment plan, financing, or leasing options are available for the purchase of Technical Support services by Authorized Users.
3. Technical Support fees are due and payable quarterly in arrears, unless otherwise stated in the relevant ordering document with Oracle.
4. An Authorized User is allowed to discontinue Technical Support in the middle of a support term. Future invoices will be adjusted to accommodate the lower invoice price, as applicable.
5. Technical Support is effective as of the Effective Date set forth in the Order Form in Appendix E, Submission #6.
6. Unsupported hardware systems will not receive or access any direct or indirect Technical Support, including but not limited to updates, patches, fixes, replacement parts, spare parts, break-fix, phone support or on-line support accessible through a web browser or other connectivity tool. In the event an Authorized User requires Technical Support on an unsupported hardware system(s) or accesses such Technical Support on their unsupported hardware system(s), back Technical Support fees retroactive to the date the hardware system was not supported or the original acquisition date, whichever is shorter, shall be assessed on the unsupported hardware system(s).
7. If an Authorized User requests to place unsupported hardware system(s) under Technical Support, the unsupported hardware system(s) will be placed under a new Oracle Technical Support Service Contract. Service Contracts may be co-termed and consolidated at renewal time.
8. The Authorizer User acknowledges that Contractor may make available tools and web-based tools to aid in the resolution of service requests. OGS has not reviewed the associated licenses for acceptability; accordingly, the Authorized User is obligated to review and make an independent determination with the advice of legal counsel as necessary, about the acceptability of a particular license before authorizing usage. If an Authorized User declines to agree to the license terms, Contractor may be limited in its ability to provide the services necessary to resolve the problem.
9. The calculation for the pricing in Sections A and B in Schedule 1 includes all items set forth on the sales order or invoice.

Section 1:**Oracle Premier Support for Systems, Operating Systems & Pricing**

- A. First Year Technical Support and Renewal Technical Support pricing for Oracle hardware systems purchased post 5/14/2010

Technical Support will be priced using the net purchase price¹ of the supported hardware system at:

1. 12% of net for Premier Support for Systems
2. 8% of net for Premier Support for Operating Systems
3. 2% of net for Oracle Customer Data and Device Retention Service

- B. Technical Support Reinstatement Pricing for Sun legacy hardware systems purchased pre 5/14/2010, but not covered under an active support contract on 5/14/2010:

Technical Support will be priced using the net purchase price of the supported hardware system, based upon Authorized User provided invoice or purchase order at:

1. 12% of net for Premier Support for Systems
2. 8% of net for Premier Support for Operating Systems
3. 2% of net for Customer Data and Device Retention Service

- C. Technical Support Renewal pricing for Sun legacy systems purchased pre 5/14/2010:

NYS Authorized Users that held Sun legacy Support contracts that were active on 5/14/2010 may renew those support contracts, for the previously maintained Sun hardware system, for the life of Contract PT61313, at prices equal to the Sun support price last invoiced.

Section 2:**Upgrading Support Level Pricing**

- A. Upgrade Oracle Technical Support level from Oracle Premier Support for Operating Systems to Oracle Premier Support for Systems

1. System must be qualified as service-ready by an authorized Oracle technician (no fee charged to the Authorized Users under this Contract) and qualification approval received by an Oracle Support Renewal Sales Representative
2. Upgrade fee will be equal to the difference in price between Oracle Premier Support for Systems and Oracle Premier Support for Operating System:
 - a) Upgrade fee will be 4% of Authorized User net hardware purchase order price
 - b) Upgrade fee will be added at time of renewal, or;
 - c) Upgrade fee will be prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

¹ References to Net Purchase Price and Net, includes all items priced on the sales order or invoice

Section 3: **Lifetime Technical Support Policy Pricing²**

A. Extended Support for Operating Systems

Extended Support for Operating Systems may be available for certain Oracle Solaris operating system software releases. When Extended Support for Operating Systems is offered, it is generally available for three years following the expiration of Oracle Premier Support for Operating Systems and only for the terminal codeline release of a program.

Oracle Solaris operating system software releases eligible for Extended Support for Operating Systems will receive Oracle Premier Support for Operating Systems but limited to the following:

- Major product and technology releases for Oracle Solaris operating system software
- Program updates, fixes, security patches, and security alerts
- Upgrade tools
- General maintenance releases, selected functionality releases, and documentation updates for Oracle Solaris operating system software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:

- Certification with most new third-party products/versions or most new Oracle programs
- OpenSolaris, Trusted Solaris 8, Oracle Linux, Oracle VM, and Sun Ray Device Operating Software.

For a a current list of eligible system software product refer to Oracle and Sun System Software brochure at: <http://www.oracle.com/us/support/lifetime-support/lifetime-support-software-342730.html>

Extended Support for Operating Systems Pricing:

Year 1 (year 6 in the life of the product)

10% uplift to the current AU Premier Support Renewal Price

*(Ex.: Current AU Premier Support = \$1000.00 *1.10 = \$1100.00/12 mo.)*

Year 2 and 3 (years 7 and 8 in the life of the product)

20% uplift to the current AU Premier Support Renewal Price

*(Ex.: Current AU Premier Support = \$1000.00 *1.20 = \$1200.00/12 mo.)*

² Oracle Lifetime Support Policy, <http://www.oracle.com/us/support/lifetime-support/index.html>

B. Sustaining Support for Systems

Sustaining Support for Systems may be available for certain hardware systems, operating system software and integrated software (e.g., firmware).

Hardware Systems, operating system software and integrated software (e.g., firmware) eligible for Sustaining Support for Systems will receive Oracle Premier Support for Systems limited to the following:

- Onsite hardware support for Oracle/Sun server or storage systems eligible for Sustaining Support for Systems
- Program updates, patches, fixes, security patches, and security alerts created during the Oracle Premier Support for Systems period
- Upgrade tools created during the Oracle Premier Support for Systems period.
- General maintenance releases, selected functionality releases, and documentation updates created during the Oracle Premier Support for Systems period
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux. To access and download the Oracle Management Pack for Linux, go to <http://www.oracle.com/technetwork/oem/grid-control/omp-linux-091367.html>
- Right to use Oracle Clusterware for Oracle Unbreakable Linux. To access and download Oracle Clusterware for Oracle Unbreakable Linux, go to <http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html>
- Non-technical customer service during normal business hours

Sustaining Support for Systems does not include:

- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates or upgrade tools
- Guaranteed availability of replacement parts
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware Certification
- Previously released fixes or updates that Oracle no longer supports

For a current list of eligible hardware and operating systems product refer to Oracle Hardware and Operating Systems Support brochure at:

<http://www.oracle.com/us/support/lifetime-support/lifetime-support-hardware-337183.html>

Sustaining Support for Systems Pricing:

If Sustaining Support for Systems support is available for Authorized User’s hardware system(s), there is no uplift in price from Oracle Premier Support for Systems renewal pricing outlined in Section 1.

Section 4:

Pricing Following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions and any unused support during the renewal term would be credited or refunded to you, provided the advance invoice was paid and payment received by Oracle.

Section 5:

Advanced Customer Services (ACS) Pricing

For the purposes of the purchase of ACS Priority Services, “Premier Support Fees” means the Authorized User’s combined annual spend for Oracle Premier Support for Systems, Operating Systems and Oracle Customer Data and Device Retention Services.

A. Time and Material (T&M) Resources

Assisted Services - Senior Engineer

Daily Rates	Time	Days=>	1-9	10-30	31-60	61-99	100-150	151-199	200+
		Disc =>	0%	5%	10%	15%	19%	23%	25%
		List							
Monday – Friday	8:00 am – 5:00 pm	\$2,100	\$2,100	\$1,995	\$1,890	\$1,785.00	\$1,701.00	\$1,617.00	\$1,575
Monday – Friday	5:00 pm – 8:00 am	\$2,625	\$2,625	\$2,494	\$2,363	\$2,231.25	\$2,126.25	\$2,021.25	\$1,969
Saturday – Sunday	12:00 am – 11:59 pm	\$3,150	\$3,150	\$2,993	\$2,835	\$2,677.50	\$2,551.50	\$2,425.50	\$2,363

(Daily Rate=8 hours)

Assisted Services - Specialized Engineer

Daily Rates	Time	Days=>	1-9	10-30	31-60	61-99	100-150	151-199	200+
		Disc =>	0%	5%	10%	15%	19%	23%	25%
		List							
Monday – Friday	8:00 am – 5:00 pm	\$2,567	\$2,567	\$2,439	\$2,310	\$2,181.95	\$2,079.27	\$1,976.59	\$1,925
Monday – Friday	5:00 pm – 8:00 am	\$3,209	\$3,209	\$3,048	\$2,888	\$2,727.44	\$2,599.09	\$2,470.74	\$2,407
Saturday – Sunday	12:00 am – 11:59 pm	\$3,851	\$3,851	\$3,658	\$3,465	\$3,272.93	\$3,118.91	\$2,964.89	\$2,888

(Daily Rate=8 hours)

Technical Account Management (TAM) & Expert

Daily Rates	Time	Days=>	1-9	10-30	31-60	61-99	100-150	151-199	200+
		Disc =>	0%	5%	10%	15%	19%	23%	25%
		List							
Monday – Friday	8:00 am – 5:00 pm	\$2,200	\$2,200	\$2,090	\$1,980	\$1,870.00	\$1,782.00	\$1,694.00	\$1,650
Monday – Friday	5:00 pm – 8:00 am	\$2,750	\$2,750	\$2,613	\$2,475	\$2,337.50	\$2,227.50	\$2,117.50	\$2,063
Saturday – Sunday	12:00 am – 11:59 pm	\$3,300	\$3,300	\$3,135	\$2,970	\$2,805.00	\$2,673.00	\$2,541.00	\$2,475

(Daily Rate=8 hours)

B. Priority Service

The fee for Priority Service is a tiered % uplift on State of New York Oracle Premier Support Renewal pricing as follows:

- 20% uplift fee on first \$1million
- 10% uplift fee for \$1,000,001 - \$3,000,000
- 5% uplift fee for \$3,000,001 and above

The minimum order that can be placed for Priority Service is \$50,000

Additional information regarding this service go to

<http://www.oracle.com/us/support/library/priority-service-069278.pdf>