# Oracle CPQ Cloud Service - Service Descriptions

**December 08, 2022**

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| GLOSSARY |
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**1,000,000 API Calls**: is defined as the maximum of one million (1,000,000) API Calls per each month of the Services Period.  A single API Call is defined as a call to the API framework provided by the CPQ Cloud Platform.

**1,000 API Calls**: is defined as the maximum of one thousand (1,000) API Calls per each month of the Services Period.  A single API Call is defined as a call to the API framework provided by the CPQ Cloud Platform.

**Channel User:** is defined as a Hosted Named User associated with a partner organization that is an authorized distributor or reseller. Channel Users are often provided UI layouts, functionality (channel pricing, access to channel-specific parts and configurations), and output documents, that differ from internal users. You may delegate the management of a partner organization's Channel Users to a super user at the Partner Organization.

**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.

**External Connector User:** is defined as a Channel User authorized by You to integrate with a third party application where such third party application requires a fee.

**Instance:** is defined as a single database instance of Oracle CPQ Cloud Service, including management and administrative capabilities, business rules, process management and reporting, for  the  service within that instance. For purpose of Oracle CPQ Cloud Service, production, test and development are each considered distinct Instances.   References to the term "environment" within these Service Descriptions shall be deemed to refer to "Instance".  The "Services Environment" as defined in the Agreement may be composed of one or more Instances.

**Interaction**: A single access of the CPQ Cloud platform from an external system, anonymous user or registered user.

**1,000 Interactions**: is defined as the maximum of one thousand (1,000) interactions per each month of the Services Period.

**1,000,000 Interactions**:  is defined as the maximum of one million (1,000,000) interactions per each month of the Services Period.

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

## Oracle CPQ Cloud Service-Hosted Named User

Applicable Part # B75721

Users of Oracle CPQ Cloud Service are authorized to access the following modules and features:

- CPQ Reporting Cloud Service
- CPQ Data Export Cloud Service
- CPQ Transaction XML Export Report Cloud Service
- CPQ Database Encryption Cloud Service
- CPQ Multisource Document Creation Cloud Service
- CPQ Shared Test Environment Cloud Service

**Usage Limits**: The Oracle CPQ Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- Oracle will provision 1 production environment and 1 test environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

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

## Oracle CPQ Channel User Cloud Service-Channel User

Applicable Part #  B75722

Users of Oracle CPQ Channel User Cloud Service are authorized to access the following modules and features:

- Oracle CPQ Channel User Cloud Service

**Usage Limits**: The Oracle CPQ Channel User Edition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (as Channel Users) as defined in your order.

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

## Oracle CPQ E-Commerce Interactions Cloud Service -- 1,000 Interactions

Applicable Part #B86735

Users of Oracle CPQ E-Commerce Interactions Cloud Service are authorized to access the following modules and features:

- Oracle CPQ E-Commerce Interactions Cloud Service

**Usage Limits:** The Oracle CPQ E-Commerce Interactions Cloud Service is subject to usage limits based on: •
A maximum number of 1,000 Interactions as defined in your order.

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

## *Oracle CPQ External API Access  -- 1,000 Interactions*
Applicable Part # B91067

Users of Oracle CPQ E-Commerce API Transactions Cloud Service are authorized to access the following modules and features:

•     Oracle CPQ External API Access Cloud Service

**Usage Limits:** The Oracle CPQ E-Commerce API Transactions Cloud Service is subject to usage limits based on:

•     A maximum number of 1,000 API Calls as defined in your order.

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

## *Oracle CPQ Shared Test Environment Cloud Service-Instance*
Applicable Parts # B75727, B76006

Under the Oracle CPQ Test Environment Cloud Service, Oracle will provision a single additional test Instance for non-production use such as development, training and testing activities. The additional test Instance will be set up as a reasonably similar replica of Your production Instance for Oracle CPQ Cloud Service, but may not be used for production operations or stress testing. Certain programs and optional services may not be able to run in the additional test Instance.

**Usage Limits:** The Oracle CPQ Test Environment Cloud Service defined above is subject to usage limits based upon:

•     a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) users concurrently accessing the system at any one time

•     additional test Instances ordered by You are subject to additional fees.

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

## *Oracle CPQ Connector Cloud Service for Salesforce*
Applicable Part #'s B76573

Oracle CPQ Connector Cloud Service for Salesforce provides an integration between a CPQ Hosted Name User (e.g. Internal User) and a Salesforce Internal User.

Users of Oracle CPQ Connector Cloud Service for Salesforce are authorized to access the following modules and features:

- Oracle CPQ Connector Cloud Service for Salesforce

**Third Party License Requirements:**
If You use Oracle in combination with a Salesforce Service Org other than Force.com ("Merged Org"), Oracle is solely responsible for providing the Oracle Cloud Services to You. With respect to any Merged Org, You acknowledge and understand that (i) access to such Org, including Force.com, may be suspended due to Your non- payment to Salesforce or other breach of Your agreement with Salesforce and (ii) in the event Your relationship with Salesforce is terminated, the subscription to Force.com would also be terminated. In no case will any such termination or suspension give rise to any liability of Salesforce to You for a refund or other compensation.

As used in the ordering document or the Agreement and whether or not capitalized, the terms "OEM Products" and "Separately Licensed Third Party Technology" shall have the same meaning, and the terms and "User Guide" and "Program Documentation" shall have the same meaning.

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

## *Oracle CPQ Connector Cloud Service for Salesforce External User Pack*
Applicable Part #'s B92043

Oracle CPQ Connector Cloud Service for Salesforce External User Pack provides an integration between a CPQ Cloud Channel user and Salesforce Communities user.

Users of Oracle CPQ Connector Cloud Service for Salesforce External User Pack are authorized to access the following modules and features:

- Oracle CPQ Connector Cloud Service for Salesforce External User Pack

**Third Party License Requirements:**
If You use Oracle in combination with a Salesforce Service Org other than Force.com ("Merged Org"), Oracle is solely responsible for providing the Oracle Cloud Services to You. With respect to any Merged Org, You acknowledge and understand that (i) access to such Org, including Force.com, may be suspended due to Your non- payment to Salesforce or other breach of Your agreement with Salesforce and (ii) in the event Your relationship with Salesforce is terminated, the subscription to Force.com would also be terminated. In no case will any such termination or suspension give rise to any liability of Salesforce to You for a refund or other compensation.

As used in the ordering document or the Agreement and whether or not capitalized, the terms "OEM Products" and "Separately Licensed Third Party Technology" shall have the same meaning, and the terms and "User Guide" and "Program Documentation" shall have the same meaning.

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

### *Virtual Private Network for Oracle CPQ Cloud Service – VPN Connection*
#### Applicable Part # B89077

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

**Usage Limits**: The Oracle Virtual Private Network for Oracle CPQ Cloud Service is subject to usage limits based upon:

- A maximum number of VPN Connections as defined in Your order

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

### *Virtual Private Network Setup Fee for Oracle CPQ Cloud Service – VPN Connection*
#### Applicable Part # B89078

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Oracle CPQ Cloud Service. For the Per Customer Set Up Fee, Oracle will setup and configure the software based VPN between Your facilities and this Oracle Cloud Service.

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

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| ORACLE CLOUD ADVANCED CUSTOMER SUPPORT |
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### *Oracle Cloud Priority Support For SaaS*
**Applicable Part # B86668, B86669**

If your order contains Oracle Cloud Priority Support, Oracle will provide the services described at oracle.com/contracts. Specific link is [http://www.oracle.com/us/corporate/contracts/oracle-cloud-prioritysupport-3226276.pdf](http://www.oracle.com/us/corporate/contracts/oracle-cloud-prioritysupport-3226276.pdf)

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| RETIRED APPENDIX OFFERINGS |
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### *Enterprise Application Integration - WebMethods OEM Product - 1 Connector Subscription-Instance*

**Applicable Part #'s  SUB-100, B75974**

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Oracle Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription provides an integration between and a second application facilitated by WebMethods middleware.

Users of Oracle Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription are authorized to access the following module:

- Oracle Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription

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

## *Support for Enterprise Application Integration - WebMethods OEM Product - 1 Connector Subscription-Instance*

**Applicable Part #'s  SUP-100, B76032**

Oracle Support for Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription provides an integration between and a second application facilitated by WebMethods middleware.

Users of Oracle Support for Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription are authorized to access the following module:

- Oracle Support for Enterprise Application Integration-WebMethods OEM product-1 Connector Subscription

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

## *Additional CastIron Endpoint - 1 Instance*

**Applicable Part #'s SUB-107, B75922**

Oracle Additional CastIron Endpoint provides an integration  between and a second application facilitated by CastIron middleware.

Users of Oracle Additional CastIron Endpoint Hosted by are authorized to access the following module:

- Oracle Additional CastIron Endpoint Hosted by BigMachines

**Oracle Cloud Policies:**

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

## EAI CastIron OEM Product-Enterprise Edition with 1 and 1 ERP or CRM Endpoint - 1 Instance

**Applicable Part #'s  SUB-103, B75969**

Oracle EAI CastIron OEM Product, Enterprise Edition with 1 and 1 ERP or CRM Endpoint provides an integration between and a second application facilitated by CastIron middleware.

Users of Oracle EAI CastIron OEM Product, Enterprise Edition with 1 and 1 ERP or CRM Endpoint are authorized to access the following module:

- Oracle EAI CastIron OEM Product, Enterprise Edition with 1 and 1 ERP or CRM Endpoint

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

## EAI CastIron OEM Product-Standard Edition with 1 and 1 ERP or CRM Endpoint - 1 Instance

**Applicable Part #'s  SUB-102, B75970**

Oracle EAI CastIron OEM Product, Standard Edition with 1 and 1 ERP or CRM Endpoint provides an integration between and a second application facilitated by CastIron middleware.

Users of Oracle EAI CastIron OEM Product, Standard Edition with 1 and 1 ERP or CRM Endpoint are authorized to access the following module:

- Oracle EAI CastIron OEM Product, Standard Edition with 1 and 1 ERP or CRM Endpoint

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

## Oracle BigMachines CPQ Data Table Tracking Cloud Service- Instance

Applicable Part #  B75724

Users of Oracle BigMachines CPQ Data Table Tracking Cloud Service are authorized to access the following modules and features:

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- Oracle BigMachines CPQ Data Table Tracking Cloud Service

**Usage Limits**: The Oracle BigMachines CPQ Data Table Tracking Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per Instance) as defined in your order.

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

## *Oracle CPQ eCommerce Transactions Cloud Service- Per 1000 Transactions*

Applicable Part # B75723

Users of Oracle CPQ eCommerce Transactions Cloud Service are authorized to access the following modules and features:

- Oracle CPQ eCommerce Cloud Service

**Usage Limits**: The Oracle CPQ eCommerce Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Per 1000 Transactions) as defined in your order.

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

## *Oracle CPQ eCommerce Transactions Cloud Service for B2C Telecommunications - Per 1,000,000 Transactions*

Applicable Part #B86210

Users of Oracle CPQ eCommerce Transactions Cloud Service are authorized to access the following modules and features:
- Oracle CPQ eCommerce Cloud Service

**Usage Limits:** The Oracle CPQ eCommerce Cloud Service is subject to usage limits based on:
- A maximum number of Authorized Users (Per 1,000,000 Transactions) as defined in your order.

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

## *Oracle Cloud Priority Service*

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**Applicable Part # B70519**


Oracle Cloud Priority Service consists of:
1.  Support Delivery Management.  An Oracle Technical Account Manager ("TAM") will be assigned to You for the duration of the Service Period set forth in the ordering document. The TAM will serve as Your primary contact for the administration of Your Oracle Cloud Services purchased in the ordering document and will communicate with you in a local language (except as noted below).


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


    b.  Your TAM will also assist with the following:
        1.  Conduct an orientation for Your Customer Contacts;
        2.  Conduct a delivery planning session;
        3.  Maintain the service delivery plan;
        4.  Perform quarterly service delivery plan reviews;
        5.  Maintain the Joint Contacts and Escalation Guide;
        6.  Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by You or Your Customer Contacts.  The review may consist of status reports, next steps, if any, and review of Your SR priorities;
        7.  Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs") and Oracle Cloud services incidents ("Incidents").  The TAM will provide assistance in managing Critical SRs and Incidents as follows:
            i.   SR and Incident management, prioritization and escalation;
            ii.  Communicate the status of your priority SRs and Incidents to Your Customer Contact(s); and
            iii. Facilitate communications between Oracle and Your Customer Contacts.
        8.  Facilitate Your access to monthly web conference sessions delivered in English featuring Oracle products.
2.  Prioritization.
    a.  Oracle will give You priority access to change maintenance windows related to Your Oracle Cloud services;
    b.  Oracle will prioritize Your SRs and Incidents above SRs and Incidents of the same severity level submitted by other Oracle customers of the same Oracle Cloud Services.  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:
        1.  90% of Severity 1 SRs and Incidents within one (1) hour;
        2.  90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours; 3.   90% of Severity 3 SRs and Incidents within the next local business day; and 4.   90% of Severity 4 SRs and Incidents within the next local business day.
    c.  Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request Response Guidelines; and
    d.  Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate.


3.  Other.

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

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

## *Oracle CPQ Standard Edition Cloud Service-Hosted Named User*

Applicable Part #  B75719

Users of Oracle CPQ Standard Edition Cloud Service are authorized to access the following modules and features:

- Oracle CPQ Standard Edition Cloud Service
- Oracle CPQ Transaction XML Export Cloud Service
- Oracle CPQ Shared Test Environment Cloud Service

**Usage Limits**: The Oracle CPQ Standard Edition Cloud Service is subject to usage limits based on:

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

- Oracle will provision 1 production environment and 1 test environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

| Licensed Metric | Database Storage (Records) | File Storage (GB) | Bandwidth |
|---|---|---|---|
| Hosted Named User<br><br>(1 Authorized User) | N/A | 10 | N/A |

**Oracle Cloud Policies:**
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](www.oracle.com/contracts).

## *Oracle CPQ Enterprise Edition Cloud Service-Hosted Named User*

Applicable Part # B75720

Users of Oracle CPQ Enterprise Edition Cloud Service are authorized to access the following modules and features:

- Oracle CPQ Reporting Cloud Service
- Oracle CPQ Data Export Cloud Service
- Oracle CPQ Transaction XML Export Report Cloud Service
- Oracle CPQ Shared Test Environment Cloud Service

**Usage Limits**: The Oracle CPQ Enterprise Edition Cloud Service is subject to usage limits based on:

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

- Oracle will provision 1 production environment and 1 test environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

| Licensed Metric | Database Storage (Records) | File Storage (GB) | Bandwidth |
|---|---|---|---|
| Hosted Named User (1 Authorized User) | N/A | 20 | N/A |

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

## *Oracle CPQ E-Commerce Interactions Cloud Service -- 1,000,000 Interactions*

Applicable Part #B86736

Users of Oracle CPQ E-Commerce Interactions Cloud Service are authorized to access the following modules and features:
- Oracle CPQ E-Commerce Interactions Cloud Service

**Usage Limits:** The Oracle CPQ E-Commerce Interactions Cloud Service is subject to usage limits based on: •
A maximum number of 1,000,000 Interactions as defined in your order.

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

## *Oracle CPQ E-Commerce API Transactions Cloud Service -- 1,000,000 API Calls*

Applicable Part #B86737

Users of Oracle CPQ E-Commerce API Transactions Cloud Service are authorized to access the following modules and features:
- Oracle CPQ E-Commerce API Transactions Cloud Service

**Usage Limits:** The Oracle CPQ E-Commerce API Transactions Cloud Service is subject to usage limits based on: •
A maximum number of 1,000,000 API Calls as defined in your order.

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

## *Oracle CPQ Multisource Document Creation Cloud Service- Instance*

Applicable Part # B75725

Users of Oracle CPQ Multisource Document Creation Cloud Service are authorized to access the following modules and features:

- Oracle CPQ Multisource Document Creation Cloud Service

**Usage Limits**: The Oracle CPQ Multisource Document Creation Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (per Instance) as defined in your order.

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


## *Oracle CPQ Database Encryption Cloud Service-Instance*

Applicable Part # B75729

**Usage Limits:** The Oracle CPQ Database Encryption Cloud Service is subject to usage limits based upon:

- Oracle CPQ Database Encryption Cloud Service must be purchased for all Instances under your Cloud Services order.  Future expansions of Your Oracle Cloud Services may result in additional fees for the Oracle CPQ Database Encryption Cloud Service.

- No additional storage is provided. The Oracle CPQ Database Encryption Cloud Service uses the storage provided under Your existing Oracle Cloud Services.

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

## *Oracle CPQ Storage Cloud Service- Additional 1 GB File Storage*
Applicable Part # B75726

A block of Oracle CPQ Storage Cloud Service consists of 1GB. One block of additional storage purchased under the Ordering Document entitles You to consume 1 GB of additional storage per month during the Services Period of the Oracle Cloud Services.

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