ORACLE

Oracle Fusion Service Descriptions

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GLOSSARY

100 Appointments: is defined as 100 individual activities (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within the applicable service that your resource (e.g., mobile employee) performs at a specific location.

100 Daily Visitor Sessions: is defined as 100 Daily Visitor Sessions per month during the Service Period. A Daily Visitor Session is a unique individual who accesses the service during a 24 hour period using a specific channel (e.g. web site, mobile app) and is identified through the use of cookie, device id, IP or session id. Access across multiple channels counts for multiple visitor sessions.

1000 Interactions: 1000 Interactions means 1000 interactions in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, action, across all channels with which a brand interacts with its customers. For the purposes of this metric,

- Web visit = 1 Interaction;
- 5 emails = 1 interaction;
- 5 SMS/chatbot = 1 interaction.

An interaction may include multiple offers, recommendations or actions. Web interactions expire after 30 minutes of inactivity and thereafter count as a new interaction. In case of other channels such as email, SMS, etc. an Interaction is a communication sent to a uniquely identified destination.

For the purposes of Intelligent Advisor, 1000 Interactions means 1000 advice interactions with Intelligent Advisor, in a 12-month period. For the purposes of this metric,

- 1 Intelligent Advisor interview session by a single user = 1 advice interaction
- 20 Intelligent Advisor Determinations API assessments = 1 advice interaction

For Intelligent Advisor interview sessions:

- An interview session is conducted by a single user over any continuous duration. After a period of inactivity, interview sessions end automatically, and upon resumption will be treated as an additional interview session.
- Interview sessions conducted by a logged in Fusion Sales and Service agent user are considered non-metered usage, and do not count as an advice interaction for the purposes of this metric.

One (1) Intelligent Advisor Determinations API assessment corresponds to the following:

1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action

2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action

3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

Note that an assessment is deemed to have occurred even if the provided data cannot be processed.

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service

1000 Offer Visits means 1000 visits in a 12-month period and is a combination of all interactions that contain an Adaptive Intelligent offer, recommendation, action, across all channels with which a brand interacts with its customers.

1,000 API Requests is defined as 1,000 API Requests where one API request originates outside of the Oracle Loyalty Cloud Service offerings. The request can originate from both Oracle and non-Oracle systems such as Customer Reservation System, Customer Website, Customer ecommerce System, Customer Retail POS Stores, Oracle Cloud Marketing, etc.

1,000 Sessions: is 1,000 Sessions where Session is defined as a unique individual who accesses the Oracle Digital Assistant (ODA) through any channel and can have as many interactions with the ODA in a 15 minute period. If goes over the 15 minute period, ODA will count this as an additional sessions in 15 minute increments.

1,000 Subscriptions is defined as one thousand subscription lines where each is an individual, billable service or managed asset with recurring billing processed by Oracle Subscription Management Cloud Service.

1,000 in ARR is defined for purposes of Subscription Management Cloud Service as one thousand U.S. dollars (or the equivalent amount in local currency stated in the order) of the total subscriptions ARR in a given period processed by Oracle Subscription Management Cloud Service.

100K Subscribers: 100K Subscribers is defined as one hundred thousand (100,000) individuals who are authorized by You to use one or more of Your licensed services with which the Oracle Fusion Customer Experience for Communications services listed herein (the "**CX4C Cloud Services**") are used. For example, an individual subscriber may be tracked as a customer record/account in Your licensed service or other related subscriber databases such as a customer master, ordering system, etc. An individual subscriber is counted once, regardless of the number of licensed services used. For CX4C Cloud Services, an individual subscriber is defined as an individual that purchases one or more licensed services from the service provider that utilizes launch, buying or care capabilities of the applicable service.

50M Revenue Under Management (RUM): Hosted 50M RUM is defined as 50 million U.S. dollars of all income (interest income and non-interest income), before adjustments for expenses and taxes, generated in the preceding 12 months by Your businesses that use the CX4C Cloud Services.

Hosted 1,000 Planned Item Locations is defined as (The number of Planned items) x (the number of Planned Locations) where:

- Planned Items are the total number of unique, active, and planned product records used in the service at any given time. This includes end items, assemblies, components, skis, styles, models and options but does not include any non-planned items, item configurations, organization assignments, or revisions/version of the same item.
- Planned Locations is the total number of locations where inventory is tracked or used in the service at any given time. This includes physical locations such as plants and warehouses as well as virtual locations used to model inventory holdings such as consigned inventory.

25,000 Transactions Per Hour is defined as 25,000 Transactions Per Hour where one transaction represents one external API request per hour and this service increases the contractual limit set forth in the "External API Transaction Processing Peak Capacity Limit" table by an additional 25,000 transactions per hour.

50 Gigabytes: is defined as 50 Gigabytes of additional computer storage space used by a storage filer equal to fifty billion bytes through the Cloud Service. For products such as Oracle Planning and Budgeting Cloud Service, that include two environments per Subscription ID, "50 Gigabytes" provides entitlement to an additional 50 Gigabytes of storage per environment (production and non-production).

Offer Visit means: Web visit = 1 offer visit; email offer visit is calculated as 5 emails = 1 offer visit; SMS/chatbot offer visit is calculated as 5 SMS/chatbot = 1 offer visit.

An Offer Visit may include multiple offers, recommendations or actions within one (1) offer visit. Web Offer Visits expire after 30 minutes of inactivity and thereafter count as a new visit. In case of other channels such as email, SMS, etc. an Offer Visit is a communication sent to a uniquely identified destination.

Business Network Administrator: a Hosted Named User you authorize to access, use and configure the Intelligent Track and Trace service. **Business Network Administrators may include you and Endorsing Trading Partners, but will not include any Participating Trading Partners.**

Endorsing Trading Partners: trading partners that have their own blockchain instance with the ability to define Smart Contracts, and define access to and visibility on transactions submitted using those Smart Contracts. Endorsing Trading Partners have full access to the Intelligent Track and Trace web application and REST API for submitting transactions.

Participating Trading Partners: trading partners that do not have a blockchain instance provisioned for them and therefore do not have the ability to define Smart Contracts nor access to and visibility on rules. Participating Trading Partners are limited to accessing the Intelligent Track and Trace web application and REST API to submit transactions.

Smart Contract: Business rules defined by you or your Endorsing Trading Partners and implemented in an Intelligent Track and Trace blockchain instance.

Companies: means Hosted Records that contain information provided by D&B about businesses, such as Business Name, D&B numbers, Industry Classification, Address, etc.

Contacts: means Hosted Records that contain information provided by D&B about individuals, such

as Name, Email, Phone number, etc.

500 Hosted Trading Partners: is defined as up to 500 unique trading partner relationship records (active or inactive) for an individual customer that allow for electronic message transmission between the parties.

1000 Requests: For the purposes of Commerce Cloud Service, 1,000 requests is defined as 1,000 API requests, originating outside of the set Oracle Commerce Cloud Service offerings, to Oracle Commerce External API Access Cloud Service REST endpoints classified in the Oracle Commerce Cloud Service Product Documentation as Storefront, Agent, or Server Side Extensions. A non-exhaustive list of examples of requests considered to originate outside of Oracle Commerce Cloud Service offerings includes requests from any website not hosted in Commerce Cloud Service, any mobile application, any fulfillment system or order management system (including those offered by Oracle), and Oracle Integration Cloud. Requests originating from inside Commerce Cloud Service include those that originate in the Storefront UI application, Agent UI application, Admin UI application and Commerce Cloud Server Side Extension code.

10000 Requests Per Month is defined as maximum of 10,000 requests per month. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service.

Hosted $M in Freight Under Management (FUM) is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the Oracle Transportation Management Cloud Service. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you, and any transportation management services provided by you for your clients. Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Hosted $M in Application Annual Revenue is defined for purposes of Oracle Global Trade Management Cloud Service as one million United States dollars (or the equivalent amount in local currency stated in the order) in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

Hosted Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Hosted Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants where such agents, contractors and consultants have access to, use of, or are tracked by, the programs. The quantity of the licenses required is determined by the number of Hosted 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 Hosted Employees: all of that other 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 of, or are tracked by, the programs.

Hosted Environment: is the combination of systems and supporting resources to which Oracle grants you access as part of the Oracle Cloud Services ordered by you, that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the Oracle Public Cloud Services, and (ii) used by Oracle to perform the Oracle Cloud Services. The Hosted Environment consists of the Production Environment, and any non-Production Environment(s), as referenced in the applicable Ordering Document and services policies.

Hosted Expense Report: is defined as the total number of expense reports processed by the Oracle Fusion Expenses Cloud Service during a month period.

Hosted Full Time Equivalent (FTE) Student: For the purposes of Oracle Student Financial Planning Cloud Service, the quantity of Hosted Full Time Equivalent (FTE) Students shall be the quantity of your enrolled students receiving any form of Financial Aid (including grants, scholarships, loans, work, stipends) processed through the system.

For the purposes of all other products, any full-time student enrolled in your institution and earning academic credit counts as 100% of an FTE Student, any part-time student enrolled in your institution and earning academic credit counts as 25% of an FTE Student, and any student enrolled in your institution but not earning academic credit (for example, continuing education students) counts as 17.5% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the total number of FTE Students is a fraction, that number will be rounded up to the nearest whole number.

Hosted Fusion Month is defined as one calendar month of access to the Cloud Services.

Hosted Managed Resource: is defined as a physical asset subject to the applicable service (such as a truck or a train) and individual users of the service, as well as all your employees, contractors, partners, and any other individual or entity managed by the service.

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. Hosted Named Users may include Business Network Administrators, Endorsing Trading Partners and Participating Trading Partners.

Hosted 1K Invoice Line: is defined as one thousand invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

Hosted 1000 Order Lines: is defined as one thousand order line items processed by the Cloud Service during a 12 month period.

Hosted 1,000 Active Members is defined as 1,000 Active Members where one Active Member has a Member Status of Active, Dormant, Payment Pending, Potential Fraudulent or any other customer Member Status. All other members statuses of Cancelled, Inactive, or Merged are considered inactive.

Hosted Record (for Oracle Social Data and Insight Cloud Service): For the purposes of the Oracle

Social Data and Insight Cloud Service, a Hosted Record is defined as database record in the Cloud Service that has a collection of attributes or fields containing data about Companies and Contacts provided by Dun & Bradstreet (D&B).

- A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing Hosted Record) constitutes a new Hosted Record for purposes of the order including pricing.   Further processing of that Hosted Record within the Service Period of the order does not constitute a new Hosted Record for pricing purposes.

Hosted Record (for Oracle Address Verification Cloud Service): For purposes of the Oracle Address Verification Cloud Service, a Hosted Record is defined as database record in the Cloud Service that has a collection of attributes or fields containing data such as street, city, country, etc. about a postal address. A Hosted Record in this context is the result of the submission of one address record for purposes of either searching or verifying or cleaning an address. Each submission of an address constitutes a new Hosted Record for purposes of the order including pricing. Multiple submissions of a single address will be treated as separate records.

Hosted 1,000 Records: is defined as 1,000 unique customer database records stored in the hosted service. For the purposes of Fusion Customer Management Foundation for Organizations Cloud Service, a customer database record is a unique business entity or company record which is stored as an account or organization in the hosted service. For the purposes of Fusion Customer Management Foundation for Persons Cloud Service, a customer database record is a unique consumer (i.e., physical person) record which is stored as a contact or a person in the hosted service.

For the purposes of Fusion Data Quality Address Cleansing Cloud Service, the number of records should match the number of records of the Fusion Customer Management Foundation for Organizations Cloud Service and Fusion Customer Management Foundation for Persons Cloud Service ordered by you.

For the purposes of Fusion Data Quality Matching Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and Fusion Customer Management Foundation for Persons Cloud Service ordered by you.

For the purposes of Fusion Automated Invoice Processing Cloud Service (and Fusion WebCenter Forms Recognition Cloud Service, record is a unique invoice header, in the hosted service, entered during the month.

For the purposes of Fusion Product Hub Cloud Service a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items), or organization assignments, or revisions/versions of the same item, or items.

For the purposes of Fusion Product Hub Portal Cloud Service a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service and has been accepted to be imported into the Product Hub Cloud Service at any given time.

For the purposes of Oracle In-Memory Cost Management Cloud Service a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product

record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items).

For the purposes of Fusion Accounting Hub Cloud Service, record is a unique external transaction row uploaded to Accounting Hub Cloud Service during the month, and stored in the hosted service. It will be based on unique records in the subledger accounting lines table.

For the purposes of Enterprise Data Management Cloud Service, a record is defined as a unique instance by name of a specific business entity -- called a node -- such as, but not limited to, company, account, cost center, product, customer, location, departments, or other critical business element that is managed within the hosted service.

For the purposes of Oracle Adaptive Intelligent Apps for Customer Experience, Sales and Service Enterprise Records or Oracle DataFox Enterprise Records or Oracle DataFox API Enterprise Records, a customer database record is defined as a database record in the Cloud Service that has a collection of attributes or fields containing data about companies provided by [Oracle/DataFox]. A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing customer database record) constitutes a new Hosted Record for the purposes of the order, including for pricing purposes. Further processing of that database record within the same one year period within the Services Period of the applicable order does not for pricing purposes create a new Hosted Record. For the avoidance of doubt, the first one year period begins on the Services Start Date as set forth in Your order and runs for one year thereafter and each successive one year period begins the day after the end of the preceding one year period and runs for one year thereafter.

Hosted 10,000 Records: is defined as 10,000 unique customer database records stored in the hosted service. For the purposes of Oracle AI Apps for CX, B2B Marketing Enterprise Records, a Hosted Record is defined as a database record in the Cloud Service that has a collection of attributes or fields containing data about Contacts provided by [Oracle/DataFox]. A database record that is created and first processed (e.g., when the record is either downloaded or matched to enrich/clean an existing Hosted Record) constitutes a new Hosted Record for purposes of the order including pricing. Further processing of that Hosted Record within the Service Period of the order does not constitute a new Hosted Record for pricing purposes

Hosted 1,000 Warehouse Transactions: is defined as one thousand unique transactions processed through the Oracle Warehouse Management Cloud Service. For the purpose of this metric, Hosted Warehouse Transactions means license plate numbers (LPNs) that have been shipped or consumed by use of this Oracle Cloud Service. An LPN is a method used in the warehouse management industry to identify the cases, pallets, cartons, totes, etc. into which inventory is packaged for shipping. A given order line within a Hosted Warehouse Transaction will be packaged into one or more LPNs for shipping. You may not exceed the total number of Hosted Warehouse Transaction subscriptions under Your order during the Services Period. If You exceed the quantity of Hosted Warehouse Transaction subscriptions purchased under Your order, You must purchase additional quantities from Oracle.

Monitored Service User: is defined as a user account in Your SaaS applications which You are authorized to monitor each hour for each service with the Oracle CASB Service. User accounts may include individual user accounts as well as accounts shared by multiple users of the monitored SaaS applications and are not limited to Customer and Customer's affiliates' employees, customers, partners, consultants, contractors and agents.

Loqate's worldwide address data packs: mean address data packs provided by third party Loqate and used within the Oracle Address Verification Cloud Service. These data packs consist of postal address data from sources such as Royal Mail, United States Postal Service, etc., and worldwide coverage of countries covered for such data can be found at
http://www.loqate.com/datacoveragesummary/

Additional Storefront is defined as an added set of Commerce Cloud Service environments including a production environment, staging environment and development environment. These environments enable a shopper-facing website, a domain name, and dedicated administration interface permitting independent content administration of the website.

Test Environment: is defined as a single test environment provided to You as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.
For the following services: Financial Consolidation and Close Cloud Service, Account Reconciliation Cloud Service, Tax Reporting Cloud Service, Enterprise Planning and Budgeting Cloud Service, Planning and Budgeting Cloud Service, Enterprise Performance Reporting Cloud Service, Oracle Profitability and Cost Management Cloud Service or Enterprise Data Management Cloud Service, the Additional Environment option will provide either (a) two additional non-production environments for use with the associated Cloud Service or (b) two additional standby environments for use with the associated Cloud Service for use during service disruption only.

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

10,000 Hosted Customer Records per Month: is defined as 10,000 unique Customer Records accessed using the program during a calendar month, including contact records and unconverted lead records (i.e. prospects).

Customer Records include all records accessed through campaigns (static, workflow, adaptive), microsites, web forms, lead scoring, web tracking, import, and response processing, as well as contact or prospect records that are stored in the system temporarily during the subscription term (for example for rented prospect data). Customer Records do not include shared references that may be essential for data management purposes and excludes anonymous website visitors.

Accounts with no associated contacts but are communicated to using the program are calculated as 1 contact per account.

50,000 Messages: is defined as a block of 50,000 email messages to be sent to marketing contacts (including contacts, customers, prospects, or employees) from the Oracle Fusion Marketing system.

Unused or partially used email blocks expire at the end of the services period and do not rollover, and are not otherwise applied, to a new term.

Unlimited Annual Subscription: For the purposes of the Oracle Address Verification Cloud Service, Unlimited Annual Subscription shall mean unlimited access to the service for purposes of searching, verifying and cleaning addresses against Loqate's worldwide address data packs for the duration of the Services Term.

1,000 Page Views: is defined as one thousand requests to load a URL by an end user's web browser. For the purposes of this metric a new Page View is deemed to have occurred in each of the following cases:

1. The first URL request of an end-user web session
2. When multiple URL requests occur within a single end user's web session, every URL request which is different from the URL request immediately preceding it.
3. Each URL request resulting from a forced page reload by the end user's web browser.

$1000 Revenue: is defined for purposes of Oracle Commerce Cloud Service as one thousand United States dollars (or 1000 units of the local currency stated in the order) of goods and services successfully purchased using the site's shopping cart, valued at the actual purchase price and excluding the value of separately identified shipping and sales tax charges. Site revenue is unaffected by downstream returns or cancellations except those that are communicated back to the Cloud Service in the same month in which the original sale occurred.

$ M in Revenue is defined for purposes of Oracle Maps Cloud Service as one million United States dollars (or the equivalent amount in local currency stated in the order) in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

Peak Capacity Limit: is defined for purposes of Oracle Commerce Cloud Service as the maximum rate at which page views or External API Requests can be consumed.

1 Million Messages: is defined as the number of 1,000,000 message quantities per month used as part of the Oracle Cloud Service. A message is defined as up to 50Kb of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50Kb in size must be counted as multiple messages, with each 50Kb or portion thereof counting as equivalent to one message (e.g., 210Kb would be counted as 5 messages). Each named user for the process automation and/or the Visual Apps features is equal to 5,000 messages.

MIDSIZE

Record: for the purposes of the Oracle Sales Cloud for Midsize Cloud Service, Record is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within your Oracle Sales Cloud for Midsize Cloud Service environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document specific to the Oracle

Sales Cloud for Midsize Cloud Service. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Oracle Sales Cloud for Midsize Cloud Service environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Oracle Sales Cloud for Midsize Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document specific to the Oracle Sales Cloud for Midsize Cloud Service. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

TRANSPARENT DATA ENCRYPTION

TRANSPARENT DATA ENCRYPTION IS NOW INCLUDED WITH ALL CLOUD SERVICES SPECIFICALLY TITLED ORACLE FUSION CLOUD SERVICES. TRANSPARENT DATA ENCRYPTION ENCRYPTS YOUR CONTENT STORED IN THE ORACLE FUSION APPLICATIONS WHEN YOUR CONTENT IS SAVED TO DISK, THEREBY PROTECTING AGAINST ACCESS TO THE DATA AS IT IS STORED IN FILES ON THE OPERATING SYSTEM. DATABASE FILES (WHICH STORE DATA FROM THE DATABASE ON THE FILE SYSTEM) AND DATABASE BACKUPS ARE ENCRYPTED, AND CANNOT BE READ.

ORACLE SALES AND SERVICE BASES

ORACLE FUSION SALES AND SERVICE STANDARD CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91068

Users of the Oracle Fusion Sales and Service Standard Cloud Service are authorized to access the following modules:

- Sales Force Automation
    - Leads & Opportunity Management
    - Activities, Notes and Attachments
    - Email Integration
    - Mobile App & Offline Platform
    - Sales Coach Assessments
    - Sales Forecast Management
    - Sales Analytics
- Applications Extensibility Framework
- Territory Management
- Customer Data Management
    - Fusion Customer Hub
    - Accounts, Contacts and Households
    - Data Quality (50,000 records/customer)
- Service Requests
- Incentive Compensation
- Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Customer Responsibilities

If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for compliance with laws, rules, and regulations governing personal health information if choosing to use Visual Builder, as these services have not be assessed by a third party entity against HIPAA controls.

Usage Limits: The Oracle Fusion Sales and Service Standard Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Sales and Service Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 environments for this Oracle Fusion Sales and Service Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased

subject to additional fees.
- Excepting Fusion Sales and Service applications running in the US or UK Government environments, Visual Builder Cloud Service Studio (VB Studio) may be used to extend commercial Fusion Sales and Service applications. This covers creating user interface applications that connect to the commercial Fusion Sales and Service solution and using VB Studio with extensions added to commercial Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records) *	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

> * For the purposes of Oracle Fusion Sales and Service, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment

The maximum number of Records that may be uploaded and stored within your Fusion Sales and Service Standard environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion Sales and Service Standard environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service Standard Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND SERVICE ENTERPRISE CLOUD SERVICE- HOSTED NAMED USER
Applicable Part # B91069

Users of the Oracle Fusion Sales and Service Enterprise Cloud Service are authorized to access the following modules:

- Sales Force Automation
  - Leads & Opportunity Management
  - Activities, Notes and Attachments

- o Email Integration
- o Mobile App & Offline Platform
- o Sales Coach & Assessments
- o Sales Forecast Management
- o Sales Analytics
- o Asset Management
- Sales Performance Management
  - o Territory Management
  - o Incentive Compensation
  - o Quota Management
- Customer Data Management
  - o Customer Hub
  - o Accounts, Contacts, Households
  - o Data Quality (50,000 records/customer)
- Partner Relationship Management for Channel Managers;
- Service
  - o Service Request Management
  - o Knowledge Foundation
  - o Service Request Queue Management
  - o Email Management for Service
  - o Omni Channel Routing
  - o Service Entitlement & SLA Milestones
  - o Help Desk for Employees (non HR)
- Applications Extensibility Framework
- Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Customer Responsibilities

If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for compliance with laws, rules, and regulations governing personal health information if choosing to use Visual Builder, as these services have not be assessed by a third party entity against HIPAA controls.

Usage Limits: The Oracle Fusion Sales and Service Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Sales and Service Named Users. API Operations are defined as Service transactions and Service communication channels.
- Excepting Fusion Sales and Service applications running in the US or UK Government environments, Visual Builder Cloud Service Studio (VB Studio) may be used to extend commercial Fusion Sales and Service applications. This covers creating user interface applications that connect to the commercial Fusion Sales and Service solution and using VB

Studio with extensions added to commercial Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.

- Oracle will provision 2 environments for this Oracle Fusion Sales and Service Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. 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 (MB)	Bandwidth
Hosted Named User (1 Authorized User)	180,000	400	N/A

* For the purposes of Oracle Fusion Sales and Service, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment

The maximum number of Records that may be uploaded and stored within your Fusion Sales and Service Enterprise environment is one hundred and eighty thousand (180,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion Sales and Service Enterprise environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

This product is Oracle Break Glass Cloud Service compliant.

If Adaptive Intelligence is enabled it is not covered under Oracle Break Glass.

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.

ORACLE FUSION SALES AND SERVICE PREMIUM CLOUD SERVICE - HOSTED NAMED USER
Applicable Part #B91070

Users of the Oracle Fusion Sales and Service Premium Cloud Service are authorized to access the following modules:

- Sales Force Automation;

- o Leads & Opportunity Management
- o Activities Notes and Attachments
- o Email Integration
- o Mobile App & Offline Platform
- o Sales Coach & Assessments
- o Sales Forecast Management
- o Sales Analytics
- o Sales Contracts
- o Asset Management
- o Business Plans
- Sales Performance Management
  - o Territory Management
  - o Incentive Compensation
  - o Quota Management
- Customer Data Management
  - o Customer Hub
  - o Accounts, Contacts, Households
  - o Data Quality (50,000 Records per Customer)
- Partner Relationship Management for Channel Managers
- Service
  - o Service Requests Management
  - o Knowledge Foundation
  - o Service Request Queue Management
  - o Email Management for Service
  - o Omni Channel Routing
  - o Service Entitlement & SLA Milestones
  - o Chat (for customers who have not purchased Oracle HIPAA Cloud Service)
  - o Cobrowse (for customers who have not purchased Oracle HIPAA Cloud Service)
  - o Help Desk for Employees (non HR)
- Applications Extensibility Framework
- Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

As part of the Oracle Fusion Sales and Service Premium Cloud Service, you will receive one of the Industry Offerings:
- o Oracle Fusion Sales and Service for Communications Cloud Service, or
- o Oracle Fusion Sales and Service for Consumer Goods Cloud Service, or
- o Oracle Fusion Sales and Service for Financial Services Cloud Service, or
- o Oracle Fusion Sales and Service for High Tech and Manufacturing Cloud Service, or
- o Oracle Fusion Sales and Service for Higher Education Cloud Service.

Customer Responsibilities:

If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for   compliance with laws, rules, and regulations governing personal health information if choosing to use Chat, Cobrowse or Visual Builder as these services have not be assessed by a third party entity against HIPAA controls.

Usage Limits: The Oracle Fusion Sales and Service Premium Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Sales and Service Named Users. API Operations are defined as Service transactions and Service communication channels.
- Excepting Fusion Sales and Service applications running in the US or UK Government environments, Visual Builder Cloud Service Studio (VB Studio) may be used to extend commercial Fusion Sales and Service applications. This covers creating user interface applications that connect to the commercial Fusion Sales and Service solution and using VB Studio with extensions added to commercial Fusion Sales and Service created through Application Composer. Creating applications that connect to systems outside of CX Sales requires an additional license.
- Oracle will provision 2 environments for this Oracle Sales and Service Cloud Application. One environment is dedicated for production use and one environment is dedicated for non-production use. 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 (MB)	Bandwidth
Hosted Named User (1 Authorized User)	240,000	600	N/A

  * For the purposes of Oracle Fusion Sales and Service, Record is defined as a data record within standard and custom objects stored in the Cloud Service environment

The maximum number of Records that may be uploaded and stored within your Fusion **Sales and Service Premium** environment is two hundred and forty thousand (240,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion Sales and Service environment for all such Hosted Named Users is twenty-four million (24,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Sales and Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to six hundred (600) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 60 gigabytes.)

This product is Oracle Break Glass Cloud Service compliant.

If Adaptive Intelligence is enabled it is not covered under Oracle Break Glass.

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.

ORACLE LIVE EXPERIENCE FOR FUSION SALES AND SERVICE CLOUD SERVICE - ENTERPRISE – HOSTED NAMED USER

Applicable SKUs: B92151

Users of the Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise are authorized to access the following modules and features:

- Intelligent Routing and Queue Management
- Engagement History
- Engagement Reports and Insights
- Transparent Data Encryption

Usage Limits: The Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User	20 MB per month	40 MB per month	40 MB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User	1000 per month	1000 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for Sales and Service Cloud Service, Enterprise	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:
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.

ORACLE LIVE EXPERIENCE FOR FUSION SALES AND SERVICE CLOUD SERVICE – PREMIUM – HOSTED NAMED USER

Applicable SKUs: B92152

Users of the Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium are authorized to access all the modules and features included in Oracle Live Experience for Fusion Sales and Service Cloud Service - Enterprise with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- Transparent Data Encryption

Usage Limits: The Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User	20 MB per month	0.52 TB per month	.0.8 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs

Hosted Named User	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User	1000 per month	1000 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for Fusion Sales and Service Cloud Service, Premium	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:
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.

ORACLE SALES PLANNING CLOUD SERVICE - HOSTED NAMED USER
Applicable Part #: B90524

Users of the Oracle Sales Planning Cloud Service are authorized to access the following module or functionality:

- Oracle Sales Planning Cloud Service

Usage Limits: The Oracle Sales Planning Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Sales Planning Cloud Service service cannot exceed 150GB

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.

ORACLE SALES AND SERVICE OPTIONS

ORACLE ADDITIONAL 50GB FILE STORAGE FOR LIVE EXPERIENCE CLOUD SERVICE
Applicable SKUs: B92177

Additional 50GB File Storage Cloud Service is an option specifically for Oracle Live Experience for Fusion Sales and Service Cloud Service Premium users when file storage space is consumed at the operating system level for media capture and analytics including recording files, transcriptions, and other captured assets, across any possible media types including, but not limited to voice, video, screen sharing recordings. If users of Oracle Live Experience for Fusion Sales and Service Cloud Service - Premium leverage any of the modules involving such media capture and analytics these users would need to order sufficient quantity of 50 Gigabyte per month allocations ahead of their storage consumption.

Users of Oracle Additional 50 GB File Storage Cloud Service are authorized to access the following:

- Additional 50 GB File Storage

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 FUSION SALES AND SERVICE LIMITED USER CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B89673

Users of the Oracle Fusion Sales and Service Limited User Cloud Service are authorized to access the following modules:

- Allows authorized employees limited use of Oracle Fusion Sales and Service as follows:
  - Read reports
  - Create Service Requests
  - Create notes, comments and activities (tasks, appointments and call reports) and add attachments to them
  - Approve transactions configured using process composer.
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Sales and Service Limited User Cloud Service is subject to usage limits based upon the base offering it is associated with Your order. No additional environments or storage are provided.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PARTNER RELATIONSHIP MANAGEMENT FOR PARTNERS CLOUD SERVICE-HOSTED NAMED USER

Applicable Part # B67281

Users of the Oracle Fusion Partner Relationship Management for Partners Cloud Service are authorized to access the following module:

- Oracle Fusion Partner Relationship Management for Partners
- Incentive Compensation for Partners (Partner Payments, MDF Consumption, Extended Mobile Access for Partner Payments)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Partner Relationship Management for Partners 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 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. 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 (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5,000	25	N/A

Record: is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within Your environment is five thousand (5000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within Your environment for all such Hosted Named Users is five hundred thousand (500,000) Records). The maximum aggregate files that may be stored within Your environment for all Your Hosted Named Users, regardless of the number of Records, is equal to twenty five (25) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 2.5 gigabytes).

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND SERVICE FOR COMMUNICATIONS CLOUD SERVICE- HOSTED NAMED USER

Applicable Part # B81523

Users of the Oracle Fusion Sales and Service for Communications Cloud Service are authorized to access the following:

- Oracle Fusion Sales and Service for Communications
- Billing Management and Usage Analytics
- Contract Renewal Management
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Sales and Service for Communications Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND SERVICE FOR CONSUMER GOODS CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B81524

Users of the Oracle Fusion Sales and Service for Consumer Goods Cloud Service are authorized to access the following:

- Oracle Fusion Sales and Service for Consumer Goods
- Retail Execution
  - o Store visit appointments

- o Store visit tasks
- o Account 360
- o Store Check in
- o Inventory Audit
- o Store Visit Photos and Notes
- o Promotion Presentation
- o Shopping Cart and Order Capture
- o Store Check Out
- o Retail Execution Offline Mobile App – iPad and Android Tablets
- • Trade Promotion Management
  - o Corporate Promotions
  - o Fixed and Variable Tactics for Promotions
  - o Account Promotions
  - o Trade Funds
  - o Promotion Evaluation
  - o Price Book
  - o Retail Sales Manager Dashboard
- • Transparent Data Encryption

This service includes limited use of the Oracle Policy Automation Cloud Service (OPACS) during the Services Period as follows: OPACS may only be used for conducting retail surveys on mobile devices, using the provided mobile application with interviews designed using OPACS. Any other use of OPACS, including add-on of other cloud services to OPACS, requires the purchase of a separate full-use license for OPACS.

Usage Limits: The Oracle Fusion Sales and Service for Consumer Goods Cloud Service is subject to usage limits based upon:

- • a maximum number of Authorized Users (Hosted Named User)
- • Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for nonproduction use. Additional environments may be purchased subject to additional fees.
- • One (1) Oracle Policy Automation Cloud Service instance:
  - o Access to the downloadable Policy Modeling desktop integrated with Microsoft Word and Excel and a web interface with management and administrative capabilities
  - o One (1) Oracle Policy Automation named mobile user for each one (1) Hosted Named User subscription of Sales and Service Cloud for Consumer Goods Cloud Service.
  - o Monthly Bandwidth limit of 120MB per named mobile user
  - o Database Storage limit of 1024 MB
  - o Five (5) Policy Modeling/Hub user accounts

- One (1) OPA test environment subject to the following usage limits: maximum two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent mobile users accessing the system at any one time.
- Automatic updates to later Oracle Policy Automation Cloud Service versions as Oracle makes them available

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND SERVICE FOR FINANCIAL SERVICES CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B81522

Users of the Oracle Fusion Sales and Service for Financial Services Cloud Service are authorized to access the following:

- Oracle Fusion Sales Cloud Service for Financial Services
- Case Management for life events
- Inheritance Management Mobile App
- Transparent Data Encryption
- Database Vault

This service includes limited use of the Oracle Policy Automation Cloud Service (OPACS) during the Services Period as follows: OPACS may only be used for **authoring and conducting online needs analysis interviews to create leads and opportunities.**. Any other use of OPACS, including add-on of other cloud services to OPACS, requires the purchase of a separate full-use license for OPACS.

Usage Limits: The Oracle Fusion Sales and Service for Financial Services Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for nonproduction use. Additional environments may be purchased subject to additional fees.
- One (1) Oracle Policy Automation Cloud Service instance:
    - One (1) Oracle Policy Automation named interview user (agent) for each one (1) Hosted Named User subscription of Sales and Service Cloud for Financial Services Cloud Service.
    - Monthly Bandwidth limit of 120MB per named interview user
    - Database Storage limit of 1024 MB
    - Five (5) Policy Modeling/Hub user accounts

- o Access to the downloadable Policy Modeling desktop integrated with Microsoft Word and Excel and a web interface with management and administrative capabilities
- o One (1) test environment subject to the following usage limits: maximum two hundred and fifty (250) Authorized Users, with no more than twenty (20) concurrent agent users accessing the system at any one time.
- o Automatic updates to later Oracle Policy Automation Cloud Service versions as Oracle makes them available

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND SERVICE FOR HIGH TECH AND MANUFACTURING CLOUD SERVICE CLOUD SERVICE- HOSTED NAMED USER
Applicable Part # B81521

Users of the Oracle Fusion Sales and Service for High Tech and Manufacturing are authorized to access the following modules:

- Oracle Fusion Sales and Service for High Tech and Manufacturing
- Oracle Fusion Sales and Service for Partner Manager Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Sales and Service for High Tech and Manufacturing is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION CHAT AND COBROWSE CLOUD SERVICE
Applicable Part #B91071

Users of Oracle Chat Cloud Service are authorized to access the following module(s):

- Oracle Fusion Chat Cloud Service
- Oracle Cobrowse Cloud Service
- Transparent Data Encryption

Customer Responsibilities:
If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for implementing, enabling and configuring all controls applicable to Your organization's HIPAA related requirements, as these services have not be assessed by a third party entity against HIPAA controls.

Usage Limits: Oracle Chat Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named)
- A maximum limit of 5,000 chat API operations per minute

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.

ORACLE FUSION DIGITAL CUSTOMER SERVICE CLOUD SERVICE– 100 DAILY VISITOR SESSIONS
Applicable Part # B87853

Oracle Fusion Digital Customer Service Cloud provides access to the following module or function:

- Oracle Digital Customer Service
- Visual Builder
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Digital Customer Service is subject to usage limits based on:

- A maximum number of Daily Visitor Sessions per month (starting on the first day of the term as defined in your order)
- Digital Customer Service (DCS) is intended to serve end-customers, and the Daily Visitor Session metric is intended to capture that value. Implementation and use patterns that fall outside of this scope may be disallowed. The Customer will not target a DCS application to users other than their end-customers. The Customer will not attempt to circumvent Daily Visitor Session metering via work-arounds (for example, by authenticating as one user but completing tasks on behalf of other users, or by attempting to leverage a non-metered API when executing interactions on behalf of an end customer).
- System access that is not representative of an end-customer interaction (for example, an integration script for data syncing) does not require the consumption of Daily Visitor Sessions.

- DCS relies on Visual Builder and Oracle Fusion Sales and Service Cloud Service to provide its customer experience. As such, the functionality of DCS may be impacted, in part or in full, during maintenance windows of those services.
- Oracle will provision 2 environments for this Oracle Fusion Digital Cloud Service by default. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. If additional Sales and Service environments are purchased, the same quantity of Oracle Fusion Digital Cloud Service environments will be provisioned so they map 1:1.

Usage Limits: Visual Builder**:**

- In order to support the implementation, administration, and run-time delivery of the DCS experience, access to a set of designer, configuration, and portal run-times ("platform tools") is included with Daily Visitor Sessions. Specifically, access to Visual Builder is included, with an included allocation of a Visual Builder instance. Use of Visual Builder is not required - an implementing company can create a custom portal by accessing the Sales and Service APIs directly.
- Daily Visitor Sessions do not include an entitlement to: create Visual Builder applications targeted to employees or staff, create Visual Builder applications that have no end-customer support application interactions, or run Visual Builder applications that consume more than the allotted storage, compute, or bandwidth (if exceeding your contracted limits, we reserve the right to disable the service or collect for overage).
- Oracle will provision 2 environments for Oracle Visual Builder. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. If additional Sales and Service environments are purchased, the same quantity of Oracle Visual Builder environments will be provisioned so they map 1:1.

Customer Responsibilities: If purchased with the Oracle HIPAA Advanced Security for Fusion SaaS Service, You are responsible for implementing, enabling and configuring all controls applicable to Your organization's HIPAA related requirements, as this service has not be assessed by a third party entity against HIPAA controls.

Usage Compliance: Oracle will meter compliance usage limits based on:

- Oracle will validate compliance through the usage of Daily Visitor Sessions for all interactions through Digital Customer Service, Visual Builder and Oracle Sales and Service Cloud APIs

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.

ORACLE IOT SERVICE MONITORING FOR CONNECTED ASSETS CLOUD SERVICE—HOSTED NAMED USER

Part# B89691

Users of the Oracle IoT Service Monitoring for Connected Assets Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Automatic creation of incidents in Oracle Engagement Cloud
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle IoT Service Monitoring for Connected Assets Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling

NOTE: The total number of users with IoTAMAdministrator role[1] must not exceed the number of Hosted Named User licenses. Each user with IoTAMAdministrator role entitles creation and monitoring of up to 65 assets per month.

There are no limits on the number of users with roles[1] other than IoTAMAdministrator. Users with roles other than IoTAMAdministrator are not entitled for creation of additional assets.

1. For role definitions see https://docs.oracle.com/en/cloud/saas/iot-asset-cloud/iotaa/understand-roles-and-users.html

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Usage Limits

- Total 1 TB of message storage allocated for each instance of Oracle Internet of Things Service Monitoring for Connected Assets Cloud Service. Purchasing additional users may allow expanding message storage capacity.

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will create Your instance of Oracle IoT Service Monitoring for Connected Assets Cloud Service including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle IoT Service Monitoring for Connected Assets Cloud Service
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle IoT Service Monitoring for Connected Assets Cloud Service
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your login credentials to

Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf

- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle IoT Service Monitoring for Connected Assets Cloud Service

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle IoT Service Monitoring for Connected Assets Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

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.

ORACLE SALES PLANNING CLOUD SERVICE FOR SALES AND SERVICE CLOUD - HOSTED NAMED USER

Applicable Part #: B90523

Users of the Oracle Sales Planning Cloud Service for Sales and Service Cloud are authorized to access the following module or functionality:

- Oracle Sales Planning Cloud Service

Usage Limits: The Oracle Sales Planning Cloud Service for Sales and Service Cloud is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Sales Planning Cloud Service for Sales and Service Cloud cannot exceed 150GB .

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL TEST ENVIRONMENT FOR SALES PLANNING CLOUD SERVICE - TEST ENVIRONMENT

Applicable Part #: B90525

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing.

Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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.

ORACLE INTELLIGENT ADVISOR CLOUD SERVICE – 1,000 INTERACTIONS
Applicable SKUs: B91205

Users of the Oracle Intelligent Advisor Cloud Service are authorized to access the following modules:

- Oracle Intelligent Advisor Interviews
- Oracle Intelligent Advisor Determinations API
- Oracle Intelligent Advisor Hub
- Oracle Policy Modeling

Usage Limits: Oracle Intelligent Advisor Cloud Service is subject to usage limits based on:

- A maximum number of Oracle Intelligent Advisor Cloud Service advice interactions per month
- Up to 3 environments. One environment is dedicated for production use. The other two environments are for non-production use. Additional environments may be purchased for additional fees. The non-production environments are subject to no more than 10,000 interactions per month – for pre-production use only.
- The following limits are per subscription.

- o   Six (6) concurrent API requests
- o   One thousand (1,000) active deployments
- o   One thousand (1,000) Hub user accounts
- The following usage limits apply per 1,000 Interactions:

Licensed Metric	Database Storage	File Storage	Bandwidth
1,000 Interactions	10,240 MB with subscription. 1,024 MB with each additional 10,000 Interactions purchased	Included in Database storage	240 MB per 1,000 Interactions

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE FUSION DATA QUALITY CLOUD SERVICE-HOSTED 1,000 RECORDS
Applicable Part # B91072

Users of the Oracle Fusion Data Quality Cloud Service are authorized to access the following module:

- Oracle Fusion Data Quality
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Data Quality Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Records (Hosted 1,000 Records) as defined in your order
- No additional storage is provided.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE ADDRESS VERIFICATION CLOUD SERVICE UNLIMITED ANNUAL SUBSCRIPTION – HOSTED MONTH
Applicable Part #: B79035

Users of the Oracle Address Verification Cloud Service have access to the following functionality,

separately or together, with respect to an individual Hosted Record postal address:

- Verify address (verifiable as well as non verifiable) against Loqate's worldwide address data packs
- Clean and auto-correct address against Loqate's worldwide address data packs
- Search and look-up an address against Loqate's worldwide address data packs
- Suggest and select from multiple suggestions and matches for a single ambiguous address submitted against Loqate's worldwide address data packs

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.

ORACLE ADDRESS VERIFICATION CLOUD SERVICE PER ADDRESS VERIFICATION – HOSTED RECORD

Applicable Part #: B79034

Users of the Oracle Address Verification Cloud Service have access to the following functionality, separately or together, with respect to an individual Hosted Record postal address:

- Verify address (verifiable as well as non verifiable) against Loqate's worldwide address data packs
- Clean and auto-correct address against Loqate's worldwide address data packs
- Search and look-up an address against Loqate's worldwide address data packs
- Suggest and select from multiple suggestions and matches for a single ambiguous address submitted against Loqate's worldwide address data packs

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.

ORACLE ACCOUNT ENRICHMENT CLOUD SERVICE – HOSTED RECORD

Applicable Part #s: B75367

Users of the Oracle Account Enrichment Cloud Service are authorized to access the following functionality:

- Search Records of D&B Companies
- Export Records of D&B Companies either in the form of CSV files or directly within an application (e.g., Oracle Sales Cloud)
- Enrich existing Hosted Records by submitting them to the Cloud Service either in real-time within an application or in batch mode.
    - o Real-time mode: the user can select from multiple suggestions and matches for a Hosted Record submitted. D&B DUNS number will be displayed on the user interface as a user selected result.
    - o Batch mode: the Cloud Service will schedule a job that will return best matches for those submitted records against other Hosted Records. D&B DUNS

number for these results (i.e., records matched in batches) will not be provided.

Usage Limits:

The Oracle Account Enrichment Cloud Service is subject to the following limits:

- Maximum number of Hosted Records that a user may export, per export job: 100,000
- Maximum number of Hosted Records that a user may submit for real-time mode enrichment per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job: 250,000
- Maximum number of matched Hosted Records, per job: 250,000.   (The number of matched Hosted Records is calculated by multiplying the number of input records by the "multi match" value. For example, if 10 input records are run against a multiple matched value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

Licensed Metric	Database Storage (GB)	File Storage (GB)	Bandwidth
Hosted Record	N/A	N/A	N/A

Additional Restrictions:
The Oracle Account Enrichment Cloud Service is subject to the following restrictions:
- You can purchase and use only a single Oracle Account Enrichment Cloud Service at any one time (e.g., you may not purchase or use Cloud Service part numbers B75366 and B75367 during any same period of time).
- You may use the D&B Companies Hosted Records in only one of the following Oracle Cloud application suites:
- Oracle Sales and Service Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
- Oracle Marketing Cloud suite
- Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
- Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
- Oracle Cloud BI Apps suite

To use the Hosted Records in more than one of the Oracle Cloud application, You may be required to purchase additional Oracle Account Enrichment subject to additional fees.

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.

ORACLE CONTACT ENRICHMENT CLOUD SERVICE – HOSTED RECORD
Applicable Part #s: B75368

Users of the Oracle Contact Enrichment Cloud Service are authorized to access the following functionality:

- Search Records of D&B Contacts
- Export Records of D&B Contacts either in the form of CSV files or directly within an application such as Oracle Sales and Service Cloud
- Enrich existing Hosted Records by submitting them to the Cloud Service either in real-time within an application or in batch mode.
- Real-time mode: the user can select from multiple suggestions and matches for a Hosted Record submitted. D&B DUNS number will be displayed on the user interface as a user selected result.
- Batch mode: The Cloud Service will schedule a job that will return best matches for those submitted records against other Hosted Records. D&B DUNS number for these results (i.e., records matched in batches) will not be provided.

Usage Limits:

The Oracle Contact Enrichment Cloud Service is subject to the following limits:
- Maximum number of Hosted Records that a user may export per export job: 100,000
- Maximum number of Hosted Records that a user may submit for real-time mode enrichment, per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job: 250,000
- Maximum number of matched Hosted Records, per job: 250,000.   (The number of matched Hosted Records is calculated by multiplying the number of input records by the "multi match" value. For example, if 10 input records are run against a multiple match value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

Licensed Metric	Database Storage (GB)	File Storage (GB)	Bandwidth
Hosted Record	N/A	N/A	N/A

Additional Restrictions:
The Oracle Contact Enrichment Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Contact Enrichment Cloud Service at any one time (e.g., you may not purchase or use Cloud Service part numbers B75366 and B75367 during any same period of time).

- You may use the D&B Contacts Hosted Records in only one of the following Oracle Cloud application suites:
  - Oracle Sales and Service Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
  - Oracle Marketing Cloud suite
  - Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management

- Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
- Oracle Cloud BI Apps suite

To use the Hosted Records in more than one of the Oracle Cloud application, You may be required to purchase additional Oracle Contact Enrichment subject to additional fees.

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.

ORACLE ENRICHMENT ADDITIONAL APPLICATIONS CLOUD SERVICE

Applicable Part #s: B85217, B85218

Users of the Oracle Account and Contact Enrichment Additional Applications Cloud Service are authorized to access the following functionality:

- For each additional application purchased hereunder, You may use the D&B Contacts Hosted Records or D&B Company Records (but not both) in an additional one of the following Oracle Cloud application suites as set forth in Your order:
  o Oracle Sales and Service Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle
     Cloud application for the purposes of this limitation)
  o Oracle Marketing Cloud suite
  o Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent
     Management
  o Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social
     Engagement, Listening and Publishing
  o Oracle Cloud BI Apps suite

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.

ORACLE LOYALTY STANDARD EDITION CLOUD SERVICE- HOSTED 1,000 ACTIVE MEMBERS

Applicable Part # B87856

Users of the Oracle Loyalty Standard Edition Cloud Service are authorized to access the following modules:
- Loyalty Program Management
- Loyalty Membership Management
- Loyalty Promotions Management
- Loyalty Transactions Engine
- Loyalty Bulk Membership Administration

- Hosted Loyalty User (Loyalty Manager and Administrator)

As part of the Oracle Loyalty Standard Edition Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service for every 1,000 Hosted Active Members

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

- A maximum number of 1,000 Hosted Active Members as defined in your order.
- 10 External API requests per Active Member per 12 months.
- Peak capacity per the below table:

Member Volume	Included Number of External API Requests	Transaction Peak Capacity Limit (Transactions per hour)
500k	5MM	13k
1MM	10MM	27k
2MM	20MM	54k
5MM	50MM	136k
10MM	100MM	273k

- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per 1,000 Hosted Active Members:

File Storage (MB)	Bandwidth
200	N/A

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.

ORACLE LOYALTY EXTERNAL API ACCESS CLOUD SERVICE- 1,000 API REQUESTS
Applicable Part # B87857

Users of the Oracle Loyalty External API Access Cloud Service are authorized to access the following:

- 1,000 API Requests

Usage Limits: The Oracle Loyalty External API Access Cloud Service is subject to usage limits based on:

- A maximum number of 1,000 API Requests 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.

ORACLE ADDITIONAL ENVIRONMENTS FOR ORACLE SALES PLANNING CLOUD SERVICE FOR ORACLE ENGAGEMENT CLOUD – HOSTED ENVIRONMENT
Applicable Part # B95025

Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud is the same as the associated Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Additional licensed options and or modules that have been purchased for the associated Oracle Sales Planning Cloud Service for Oracle Engagement Cloud also apply to Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Each Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud. Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Environments for Oracle Sales Planning Cloud Service for Oracle Engagement Cloud defined above is subject to usage limits based upon:

- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

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.

ORACLE ADDITIONAL ENVIRONMENTS FOR ORACLE SALES PLANNING CLOUD SERVICE – HOSTED ENVIRONMENT

Applicable Part # B90526

Oracle Additional Environments for Oracle Sales Planning Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Oracle Additional Environments for Oracle Sales Planning Cloud Service is the same as the associated Oracle Sales Planning Cloud Service Environments. Additional licensed options and or modules that have been purchased for the associated Oracle Sales Planning Cloud Service also apply to Oracle Additional Environments for Oracle Sales Planning Cloud Service. Each Oracle Additional Environments for Oracle Sales Planning Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Sales Planning Cloud Service. Oracle Additional Environments for Oracle Sales Planning Cloud Service will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Environments for Oracle Sales Planning Cloud Service defined above is subject to usage limits based upon:

- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

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.

ORACLE FUSION FOR FINANCIAL SERVICES CLOUD SERVICE - EACH

Applicable SKU: B87369

Available in United States and EMEA Only

The Oracle Financial Services (FS) Cloud Service is a Fusion Software-as-a-Service offering designed to help customers in the financial services industry meet their business, security, and control requirements.

The Oracle FS Cloud Service is operated from Oracle's North America and EMEA Data Center Region. The Oracle FS Cloud Service is operated only by authorized employees of Oracle and its affiliates; no third party subcontractors are used in the delivery of the Oracle FS Cloud Service, except for the storage of encrypted backup tapes.

This offering includes the following:

- Oracle Transparent Data Encryption (TDE)

- Oracle Database Vault and BreakGlass
- Data Masking

All customer User access to data within this Oracle Cloud Service is subject to username/password or Single Sign- On, using identity federation via SAML 2.0 token assertion.

Usage Limits:

The Oracle FS Cloud Service is subject to usage limits based on:

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- No additional storage is provided. The Oracle FS Cloud Service uses the storage provided under your existing Fusion Base Cloud Service.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – FUSION LAUNCH CLOUD SERVICE – 100K SUBSCRIBERS

Applicable Part # B92714

Users of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service are authorized to access the following modules:

Oracle Customer Experience for Communications - Fusion Launch Cloud Service

Usage Limits: Oracle Customer Experience for Communications - Fusion Launch Cloud Service – 100K Subscribers is subject to usage limits based upon:

- A maximum number of 100K Subscribers as set forth in Your order.
- Limited use of Oracle Fusion Product Management Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Product Management Cloud Service for other lines of business that are not identified in Your order requires additional licenses. Every 100K Subscribers You purchase will grant You access to one (1) user of the Oracle Fusion Product Management Cloud Service in the context of its use in the Oracle Customer Experience for Communications - Fusion Launch Cloud Service.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Launch Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Launch Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Launch Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – FUSION LAUNCH CLOUD SERVICE – 50M REVENUE UNDER MANAGEMENT

Applicable Part # B92715

Users of the Oracle Customer Experience for Communications – Fusion Launch Cloud Service are authorized to access the following modules:

- Oracle Customer Experience for Communications - Fusion Launch Cloud Service

Usage Limits: Oracle Customer Experience for Communications - Fusion Launch Cloud Service - 50M Revenue Under Management is subject to usage limits based upon:

- A maximum number of 50M Revenue Under Management as defined in Your order
- Limited use of Oracle Fusion Product Management Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Product Management Cloud Service for other lines of business that are not identified in Your order requires additional licenses. Every 50M Revenue Under Management You purchase will grant You access to ten (10) users of the Oracle Fusion Product Management Cloud Service in the context of its use in the Oracle Customer Experience for Communications - Fusion Launch Cloud Service.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Launch Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Launch Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Launch Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – FUSION CARE CLOUD SERVICE – 100K SUBSCRIBERS

Applicable Part # B92716

Users of the Oracle Customer Experience for Communications – Fusion Care Cloud Service are authorized to access the following modules:

Oracle Customer Experience for Communications - Fusion Care Cloud Service, including:

- Service Request Management
- Knowledge Foundation
- Service Request Queue Management
- Email Management for Service
- Omni Channel Routing
- Service Entitlement and SLA Milestones
- Customer Data Management
    - Customer Hub
    - Accounts, Contacts, Households
    - Data Quality (50,000 records/customer)

Usage Limits: Oracle Customer Experience for Communications - Fusion Care Cloud Service – 100K

Subscribers is subject to usage limits based upon:

- A maximum number of 100K Subscribers as set forth in Your order.
- Limited use of Oracle Fusion Sales and Service Cloud Service capabilities only for the line of business identified in Your order. Using Oracle Fusion Sales and Service Cloud Service for other lines of business that are not identified in Your order requires additional licenses.
- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Care Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Care Cloud Service. If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Care Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – FUSION CARE CLOUD SERVICE – 50M REVENUE UNDER MANAGEMENT

Applicable Part # B92717

Users of the Oracle Customer Experience for Communications – Fusion Care Cloud Service are authorized to access the following modules:

Oracle Fusion Customer Experience for Communications Care Fusion Cloud Service, including:

- Service Request Management
- Knowledge Foundation
- Service Request Queue Management
- Email Management for Service
- Omni Channel Routing
- Service Entitlement and SLA Milestones
- Customer Data Management
  - Customer Hub
  - Accounts, Contacts, Households
  - Data Quality (50,000 records/customer)

Usage Limits: Oracle Customer Experience for Communications - Fusion Care Cloud Service - 50M Revenue Under Management is subject to usage limits based upon:

- A maximum amount of 50M Revenue Under Management as set forth in Your order
- Limited use of Oracle Fusion Sales and Service Cloud Service capabilities only for the line of

business identified in Your order. Using Oracle Fusion Sales and Service Cloud Service for other lines of business that are not identified in Your order requires additional licenses.

- Limited use of Visual Builder Cloud Service Studio within the Oracle Customer Experience for Communications - Fusion Care Cloud Service solely in order to extend user interface applications that connect to the Oracle Customer Experience for Communications - Fusion Care Cloud Service.   If You create applications that connect to systems outside of the Oracle Customer Experience for Communications - Fusion Care Cloud Service, You will need additional licenses of the Visual Builder Cloud Service Studio.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – BUYING CLOUD SERVICE – 100K INDIVIDUAL SUBSCRIBERS

Applicable Part # B92811

Users of the Oracle Customer Experience for Communications – Buying Cloud Service are authorized to access the following modules:

- Oracle Customer Experience for Communications Buying Cloud Service

Usage Limits: Oracle Customer Experience for Communications Buying Cloud Service – 100K Individual Subscribers is subject to usage limits based upon:

- A maximum number of 100K Individual Subscribers as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS – BUYING CLOUD SERVICE – $50M REVENUE UNDER MANAGEMENT

Applicable Part # B92812

Users of the Oracle Customer Experience for Communications – Buying Cloud Service are authorized to access the following modules:

- Oracle Customer Experience for Communications Buying Cloud Service

Usage Limits: Oracle Customer Experience for Communications Buying Cloud Service - $50M Revenue Under Management is subject to usage limits based upon:

- A maximum number of $50M Revenue Under Management as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use. You may purchase additional environments for additional fees.

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 both may be viewed at www.oracle.com/contracts.

ADDITIONAL TEST ENVIRONMENT FOR ORACLE CUSTOMER EXPERIENCE FOR COMMUNICATIONS CLOUD SERVICE – EACH

APPLICABLE PART # B92718

Users of the Oracle Additional Test Environment for Customer Experience for Communications Cloud Service are authorized to access the following modules:

An Additional Test Environment for Oracle Customer Experience for Communications Cloud Service provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for nonproduction use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment. Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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

ORACLE FUSION HUMAN CAPITAL MANAGEMENT

ORACLE FUSION HUMAN CAPITAL MANAGEMENT BASE CLOUD SERVICE-HOSTED EMPLOYEE

Applicable Part # B85800

Users of the Oracle Fusion Human Capital Management Base Cloud Service are authorized to access the following modules or functionalities:

- Oracle Fusion Global Human Resources
- Oracle Fusion Onboarding
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling
- Oracle Fusion Global Payroll Interface
- Oracle Transactional Business Intelligence
- Oracle Work Life Solutions
- Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Access to Workforce Health and Safety Incidents Cloud Service (Part # B89482) is provided at no charge to enable you to manage your workplace health and safety issues during the covid-19 pandemic. This promotion is valid until August 31, 2021 and may be extended at the discretion of Oracle.

Usage Limits: The Oracle Fusion Human Capital Management Base Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in your order

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE TALENT FUSION MANAGEMENT FOR COEXISTENCE CLOUD SERVICE- HOSTED NAMED USER

Applicable Part # B88341

Users of the Oracle Fusion Talent Management for Coexistence Cloud Service are authorized to access the following modules:
- Oracle Fusion Performance Management Cloud Service
- Oracle Fusion Goal Management Cloud Service
- Oracle Fusion Talent Review and Succession Management Cloud Service
- Oracle Fusion Career Development Cloud Service
- Oracle Fusion Workforce Directory Management
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Users of Oracle Fusion Talent Management for Coexistence Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Talent Management for Coexistence Cloud Service is subject to usage limits based on:
- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION RECRUITING CLOUD SERVICE – HOSTED EMPLOYEE

Applicable Part # B87675

Users of Oracle Fusion Recruiting Cloud Service are authorized to access the following modules:

- Oracle Recruiting
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Recruiting Cloud Service is subject to usage limits based on:

- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee*****

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee	5	N/A

*Consistent with Oracle Fusion HCM Base Cloud Service. Unrestricted usage for candidates data.

If Adaptive Intelligence is enabled it is not covered under Oracle Break Glass.

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.

ORACLE FUSION HUMAN CAPITAL MANAGEMENT OPTIONS

ORACLE FUSION ADVANCED HUMAN CAPITAL MANAGEMENT CONTROLS CLOUD SERVICE – HOSTED EMPLOYEE

Applicable Part # B89448

Users of Oracle Fusion Advanced Human Capital Management Controls Cloud Service are authorized to access the following modules:

- Advanced Human Capital Management Controls
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Advanced Human Capital Management Controls Cloud Service is subject to usage limits based on:
- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION HUMAN RESOURCE HELP DESK CLOUD SERVICE – HOSTED EMPLOYEE

Applicable Part #B87388

Users of the Oracle Fusion Human Resource Help Desk Cloud Service are authorized to access the following features:
- Capture, assign and update Service Requests for employees
- Track activities (tasks, appointments) related to Human Resource Help Desk Service Requests
- Oracle Knowledge Foundation for HR
- Capability to integrate with Human Resource Help Desk Service Requests using public APIs and file based import/export
- Transparent Data Encryption

Usage Limits: Oracle Fusion Human Resource Help Desk Cloud Service is subject to usage limits based upon:
- A maximum number of Authorized Users (Hosted Employee)
- Storage and bandwidth limits are based on your Oracle Fusion Human Capital Management Cloud Service. No additional storage or bandwidth is provided.

This product is Oracle Break Glass Cloud Service compliant.

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.

Oracle Fusion Payroll CLoud SERviCe for Canada-HosTEd Employee

Applicable Part # B86335

Users of the Oracle Fusion Payroll Cloud Service for Canada are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Payroll Cloud Service for Canada is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

Oracle Fusion Payroll CLoud SERviCe for China-HosTEd Employee

Applicable Part # B86337

Users of the Oracle Fusion Payroll Cloud Service for China are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Payroll Cloud Service for China is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PAYROLL CLOUD SERVICE FOR MEXICO – HOSTED EMPLOYEE
Applicable Part # B90216

Users of the Oracle Fusion Payroll Cloud Service for Mexico are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Payroll Cloud Service for Mexico is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a

stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PAYROLL CLOUD SERVICE FOR THE UNITED STATES-HOSTED EMPLOYEE
Applicable Part # B86334

Users of the Oracle Fusion Payroll Cloud Service for the United States are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Global Payroll Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

Oracle Fusion Payroll CLoud SERviCe for the United Kingdom-HosTEd Employee
Applicable Part # B86336

Users of the Oracle Fusion Payroll Cloud Service for the United Kingdom are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Payroll Cloud Service for the United Kingdom is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PAYROLL CLOUD SERVICE FOR MIDDLE EAST-HOSTED EMPLOYEE
Applicable Part # B90764

Users of the Oracle Fusion Payroll Cloud Service for Middle East are authorized to access the following modules:

- Oracle Fusion Global Payroll

- Oracle Fusion Cash Management (restricted-use)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Payroll Cloud Service for Middle East is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order. For the avoidance of doubt, for the purposes of this service, Hosted Employee shall mean Hosted Employee in the applicable country.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Employee (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION WORKFORCE HEALTH AND SAFETY INCIDENTS CLOUD SERVICE- HOSTED EMPLOYEE

Applicable Part # B89482

Users of the Oracle Fusion Workforce Health and Safety Incidents Cloud Service are authorized to access the following modules:
- Fusion Oracle Fusion Workforce Health and Safety Incidents Cloud Service
- Transparent Data Encryption

Users of Oracle Fusion Workforce Health and Safety Incidents Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Workforce Health and Safety Incidents Cloud Service is subject to usage limits based on:
- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE POLICY AUTOMATION FOR WORKERS CLOUD SERVICE—HOSTED EMPLOYEE
Applicable Part #: B88872

Users of Oracle Policy Automation for Workers Cloud Service are authorized to access the following modules:
- Oracle Policy Automation for Workers Cloud Service

Usage Limits: Oracle Policy Automation for Workers Cloud Service is subject to usage limits based upon:
- A maximum number of Authorized Users (Hosted Employee) as defined in your order
- One (1) Oracle RightNow Instance Cloud Service (B68550), for Oracle Policy Automation only, with the first purchase of Oracle Policy Automation for Workers Cloud Service
- An additional 512 MB of monthly bandwidth per 1,000 Hosted Employees

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.

ORACLE STRATEGIC WORKFORCE PLANNING CLOUD SERVICE-HOSTED EMPLOYEE
Applicable Part #: B89574

Users of the Oracle Strategic Workforce Planning Cloud Service are authorized to access the following module or functionality:
- Oracle Strategic Workforce Planning Cloud Service

Usage Limits: The Oracle Strategic Workforce Planning Cloud Service is subject to usage limits based upon:
- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Strategic Workforce Planning Cloud service cannot exceed 150GB

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.; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE FUSION LEARNING CLOUD SERVICE -HOSTED NAMED USER

Applicable Part # B85242

Users of the Oracle Fusion Learning Cloud Service are authorized to access the following modules:

- Oracle Fusion Learning Cloud
- Talent Profile (limited use for the Learning Outcomes and Pre-requisites functionality only)
- Transparent Data Encryption

Users of Oracle Fusion Learning Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Learning 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 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User (1 Authorized User)	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION TALENT MANAGEMENT AND WORKFORCE COMPENSATION CLOUD SERVICE-HOSTED NAMED USER

Applicable Part # B91066

Users of the Oracle Fusion Talent Management and Workforce Compensation Cloud Service are authorized to access the following modules:

- Oracle Fusion Workforce Compensation Cloud Service
- Oracle Fusion Performance Management Cloud Service
- Oracle Fusion Goal Management Cloud Service
- Oracle Fusion Talent Review and Succession Planning Cloud Service
- Oracle Fusion Career Development Cloud Service
- Transparent Data Encryption

Users of Oracle Fusion Talent Management and Workforce Compensation Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Talent Management and Workforce Compensation Cloud Service is subject to usage limits based on:

- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION TIME AND LABOR CLOUD SERVICE-HOSTED NAMED USER
Applicable Part # B75365

Users of the Oracle Fusion Time and Labor Cloud Service are authorized to access the following modules:

- Oracle Fusion Time and Labor Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Time and Labor 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 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Bandwidth
Hosted Named User	5	N/A

This product is Oracle Break Glass Cloud Service compliant.

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.

ENTERPRISE RESOURCE PLANNING SERVICE DESCRIPTIONS

ORACLE FUSION ENTERPRISE RESOURCE PLANNING CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91079

Users of Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Named User are authorized to access Oracle Fusion Enterprise Resource Planning Cloud Service – Hosted Named User which includes:

- Financials Cloud Service
- Fusion Financial Reports Center Cloud Service
- Advanced Collections Cloud Service
- Revenue Management Cloud Service
- Grants Management Cloud Service
- Project Contract Billing Cloud Service
- Project Financials Cloud Service
- Project Management Cloud Service
- Automated Invoice Processing (Requires B73948 Fusion WebCenter Forms Recognition Cloud Service - Hosted 1,000 Records)
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption
- Joint Venture Management
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION ENTERPRISE RESOURCE PLANNING FOR SELF SERVICE CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B91080

Users of Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service - Hosted Named User are authorized to access Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service - Hosted Named User which includes:

- Fusion Expenses Cloud Service
- Fusion Project Resource Management Cloud Service
- Restricted-use: Talent Management Base Cloud Service. Resources can add and maintain Skills and Qualifications, Areas of Expertise. Managers may add and maintain for their employees, Skills and Qualifications and Areas of Expertise.
- Restricted-use: Network-at-Work
- Fusion Task Management Cloud Service
- Fusion Time and Labor for Projects Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: Oracle Fusion Enterprise Resource Planning for Self Service Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a

stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION RISK MANAGEMENT CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91081

Users of Oracle Fusion Risk Management Cloud Service - Hosted Named User are authorized to access Oracle Fusion Risk Management Cloud Service - Hosted Named User which includes:

- Fusion Advanced Access Controls Cloud Service
- Fusion Advanced Financial Controls Cloud Service
- Includes 10 users of Fusion Financial Reporting Compliance Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Risk Management Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The required subscription quantity for this cloud service is the sum of the subscription quantity for Oracle Fusion Enterprise Resource Planning (or Financials) Cloud Service and the subscription quantity for Oracle Fusion Procurement (or Purchasing) Cloud Service.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION FINANCIAL REPORTING COMPLIANCE CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B81510

Users of the Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Named User are authorized to access the following module:

- Fusion Financial Reporting Compliance – Hosted Named User
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Financial Reporting Compliance Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PROCUREMENT CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91082

Users of Oracle Fusion Procurement Cloud Service - Hosted Named User are authorized to access Oracle Fusion Procurement Cloud Service - Hosted Named User which includes:

- Fusion Purchasing Cloud Service
- Fusion Procurement Contracts Cloud Service
- Fusion Sourcing Cloud Service
- Fusion Supplier Portal Cloud Service
- Fusion Supplier Qualification Management Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Procurement Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PROCUREMENT FOR SELF SERVICE CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B91083

Users of Oracle Fusion Procurement for Self Service Cloud Service - Hosted Named User are authorized to access Oracle Fusion Procurement for Self Service Cloud Service - Hosted Named User which includes:

- Fusion Self Service Procurement Cloud Service
- Fusion Enterprise Contracts Essential User Cloud Service (Read only access and deliverables management for all contract types)
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Procurement for Self Service Cloud Service - Hosted Named User is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION ACCOUNTING HUB CLOUD SERVICE - HOSTED 1,000 RECORDS

Applicable Part # B87855

Users of the Oracle Fusion Accounting Hub Cloud Service - Hosted 1,000 Records are authorized to access the following module:

- Oracle Fusion Accounting Hub Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Accounting Hub Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted 1,000 Records
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION WEBCENTER FORMS RECOGNITION CLOUD SERVICE-HOSTED 1,000 RECORDS

Applicable Part # B73948

Users of the Oracle Forms Recognition Cloud Service are authorized to access the following module:

- Oracle Forms Recognition Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Forms Recognition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted 1,000 Records) as defined in your order

- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- No additional storage is provided. Oracle Forms Recognition Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Services.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE CPQ FOR ERP CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B86245

Users of the Oracle CPQ for ERP Cloud Service are authorized to access the following module:

- CPQ Reporting Cloud Service

- CPQ Data Export Cloud Service
- CPQ Transaction XML Export Report Cloud Service
- CPQ File Storage Cloud Service – 100GB
- CPQ Database Encryption Cloud Service
- CPQ Multisource Document Creation Cloud Service
- CPQ Shared Test Environment Cloud Service

Usage Limits: The Oracle Oracle CPQ for ERP Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Cloud Service) is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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.

ORACLE FUSION SUBSCRIPTION MANAGEMENT FOR ERP CLOUD SERVICE – 1,000 SUBSCRIPTIONS

Applicable Part # B90670

Users of the Oracle Fusion Subscription Management for ERP Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Subscription Management for ERP Cloud Service is subject to usage limits based upon:

- A maximum number of Subscriptions as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUBSCRIPTION MANAGEMENT FOR ERP CLOUD SERVICE – 1,000 IN ARR

Applicable Part # B90671

Users of the Oracle Fusion Subscription Management for ERP Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits: The Oracle Subscription Management for ERP Cloud Service is subject to usage limits based upon:

- A maximum amount of ARR as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use.   Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

Oracle Fusion Supply Chain Management Cloud Service

ORACLE FUSION ORDER MANAGEMENT CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91055

Users of Oracle Fusion Order Management Cloud Service - Hosted Named User are authorized to access Oracle Fusion Order Management Cloud Service - Hosted Named User.
The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Order Management Cloud Service - Hosted Named User is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE PRODUCT MANAGEMENT - ORACLE FUSION PRODUCT MANAGEMENT CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91056

Users of the Oracle Fusion Product Management Cloud Service - Hosted Named User are authorized to access t o Oracle Fusion Product Management Cloud Service - Hosted Named User.
The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Product Management Cloud Service - Hosted Named User is subject to usage limits based upon:

- A maximum number of Hosted Named User as set forth in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY CHAIN EXECUTION CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91057

Users of the Oracle Fusion Supply Chain Execution Cloud Service - Hosted Named User are authorized to access to Oracle Fusion Supply Chain Execution Cloud Service - Hosted Named User. The service includes:
- Transparent Data Encryption

Usage Limits:
Your use of the Oracle Fusion Supply Chain Execution Cloud Service - Hosted Named User is subject to usage limits based on:
- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees
- For the avoidance of doubt, this serice does not include CX Helpdesk.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY PLANNING CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91059

Users of Oracle Fusion Supply Planning Cloud Service - Hosted Named User are authorized to access Oracle Fusion Supply Planning Cloud Service - Hosted Named User. The service includes:
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Supply Planning Cloud Service - Hosted Named User is subject to usage limits based upon:
- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment

for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION DEMAND MANAGEMENT CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B91060

Users of the Oracle Fusion Demand Management Cloud Service - Hosted Named User are authorized to access Oracle Fusion Demand Management Cloud Service - Hosted Named User. The service includes:
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Demand Management Cloud Service - Hosted Named User is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND OPERATIONS PLANNING CLOUD SERVICE- HOSTED NAMED USER
Applicable Part # B91061

Users of the Oracle Fusion Sales & Operations Planning Cloud Service - Hosted Named User are authorized to access Oracle Fusion Sales & Operations Planning Cloud Service - Hosted Named User.
The service includes:
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Sales & Operations Planning Cloud Service - Hosted Named User

is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY CHAIN COLLABORATION CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B87862

Users of the Oracle Supply Chain Collaboration Cloud Service are authorized to access the following module:

- Oracle Supply Chain Collaboration Cloud Service
- Restricted use of Supplier Portal in Oracle Fusion Procurement Cloud Service – Hosted Named user

Usage Limits: The Oracle Supply Chain Collaboration Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY PLANNING - HOSTED EMPLOYEE
Applicable Part # B93015

Users of Oracle Fusion Supply Planning are authorized to access the following module:

- Oracle Supply Planning
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Supply Planning is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

  This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION DEMAND MANAGEMENT - HOSTED EMPLOYEE
Applicable Part # B93016

Users of Oracle Fusion Demand Management are authorized to access the following module:

- Oracle Demand Management
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Demand Management is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

  This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SALES AND OPERATIONS PLANNING - HOSTED EMPLOYEE

Applicable Part # B93017

Users of Oracle Fusion Sales and Operations Planning are authorized to access the following module:

- Oracle Sales and Operations Planning
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Sales and Operations Planning is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

   This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY CHAIN COLLABORATION - HOSTED EMPLOYEE
Applicable Part # B93018

Users of Oracle Fusion Supply Chain Collaboration are authorized to access the following module:

- Oracle Supply Chain Collaboration
- Oracle Transactional Business Intelligence

Usage Limits: Oracle Fusion Supply Chain Collaboration is subject to usage limits based upon:

- A maximum number of Hosted Employee as set forth in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

   This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE SERVICE CONTRACTS CLOUD SERVICE-HOSTED NAMED USER

Applicable Part # B87861

Users of the Oracle Service Contracts Cloud Service are authorized to access the following modules:

- Oracle Service Contracts Cloud Service

Usage Limits: The Oracle Service Contracts 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 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. 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

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION ENTERPRISE CONTRACTS CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B86732

Users of the Oracle Fusion Enterprise Contracts Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Enterprise Contracts Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for

production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION ENTERPRISE CONTRACTS ESSENTIAL USER CLOUD SERVICE - HOSTED NAMED USER
Applicable Part # B86733

Users of the Oracle Fusion Enterprise Contracts Essential User Cloud Service are authorized to access the following module:

- Limited use of Oracle Fusion Enterprise Contracts for contracts search, viewing contract details and documents and deliverables management
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Enterprise Contracts Essential User Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

Oracle Warehouse Management Cloud Service

ORACLE WAREHOUSE MANAGEMENT ENTERPRISE CLOUD SERVICE – HOSTED NAMED USER

Applicable Part # B90536

Users of the Oracle Warehouse Management Enterprise Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Enterprise Cloud Service
- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits: Your use of the Oracle Warehouse Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named User as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply regarding the use of web reports:

Number of Hosted Named Users	Maximum Number of Simultaneous Web Reports
1 – 200	5
201 – 400	10
401 – 600	15
601 and higher	20

You are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

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.

ORACLE WAREHOUSE WORKFORCE MANAGEMENT CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B90537

Users of the Oracle Warehouse Workforce Management Cloud Service are authorized to access the following modules:

- Oracle Warehouse Workforce Management Cloud Service

Usage Limits: Your use of the Oracle Warehouse Workforce Management Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Workforce Management Cloud Service uses the storage provided under your Oracle Warehouse Management Enterprise Edition Cloud Service.

Customers are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

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.

ORACLE WAREHOUSE MANAGEMENT AUTOMATION CLOUD SERVICE – WAREHOUSE FACILITY

Applicable Part # B90538

Users of the Oracle Warehouse Management Automation Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Automation Cloud Service

Usage Limits: Your use of the Oracle Warehouse Management Automation Cloud Service is subject to usage limits based on:

- A maximum number Warehouse Facilities as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Management Automation Cloud Service uses the storage provided under your Oracle Warehouse Management Enterprise 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.

ADDITIONAL TEST ENVIRONMENT FOR WAREHOUSE MANAGEMENT CLOUD SERVICE – TEST ENVIRONMENT

Applicable Part # B87752

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, that is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities 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 Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits: Your use of the Oracle Additional Test Environment 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) concurrent users accessing the system at any one time

Expansions of Your Oracle Cloud Services beyond your number of Authorized Users may result in additional fees.

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 FOR WAREHOUSE MANAGEMENT CLOUD SERVICE – VPN CONNECTION

Applicable Part # B87753

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

Usage Limits: Your use of the Virtual Private Network for Warehouse Management 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 FOR WAREHOUSE MANAGEMENT CLOUD SERVICE – VPN CONNECTION

Applicable Part # B87748

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Warehouse Management 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.

Oracle STUDENT Cloud Service

ORACLE FUSION STUDENT MANAGEMENT CLOUD SERVICE - HOSTED FTE STUDENT

Applicable Part # B86932

Users of the Oracle Fusion Student Management Cloud Service are authorized to access the following module:

- Oracle Fusion Campus Community
- Oracle Fusion Student Financials
- Oracle Fusion Student Records
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

As part of the Oracle Fusion Student Management Cloud Service you are authorized to access the following modules only for the purposes set forth herein:

- Accounts Receivable to support the creation and management of the student account modeled as a customer in AR and the corresponding generated financial transactions modeled using core transactions in AR limited to invoices, credit memos, receipts, payment application, and refunds.
- Payments solely to support the processing of student payments (credit card and AFT) for any course offered via Oracle Fusion Student Management Cloud Service.

Usage Limits: The Oracle Fusion Student Management Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted FTE Student) as set forth in Your order.

Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Cloud Service) is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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

VOCADO STUDENT FINANCIAL PLANNING CLOUD SERVICE - HOSTED FTE STUDENT
Applicable Part # B90474

Users of the Oracle Student Financial Planning Cloud Service are authorized to access the following module:

- Student Financial Planning

Usage Limits: The Oracle Student Management Cloud Service is subject to usage limits based upon:

- a maximum number of authorized Users (Hosted FTE Student) as set forth in Your order.

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Oracle Cloud Service) is dedicated as a stage environment for non-production use. Additional environments may be purchased 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

ADDITIONAL TEST ENVIRONMENT FOR VOCADO STUDENT FINANCIAL PLANNING CLOUD SERVICE - TEST ENVIRONMENT

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing.

Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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.

ENTERPRISE PERFORMANCE MANAGEMENT SERVICE DESCRIPTIONS

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT STANDARD CLOUD SERVICE - HOSTED NAMED USER

Applicable Part #: B91073

Users of Oracle Enterprise Performance Management Standard Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Standard Cloud Service

Usage Limits: The Oracle Enterprise Performance Management Standard Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- This Cloud Service entitles the customer to use any one of the following Business Processes.
    - Account Reconciliation. Does not include Transaction Matching. Does not support Task Manager Integrations.
    - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Does not support Task Manager Integrations, customization of Groovy scripts and Enterprise Journals.
    - Narrative Reporting. Does not include Disclosure Management
    - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning) and includes only one Custom Planning Cube and one Custom Reporting Cube. Includes Scenario Modeling. Does not include Custom and Free Form applications. Does not allow for the creation or customization of Groovy Scripts. Does not support Task Manager Integrations.

- Oracle will provision two (2) environments for this Oracle Cloud Service.
    - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use.
    - Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service – Hosted Environment subject to additional fees
- Additional subscriptions may be purchased subject to additional fees.

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL APPLICATION FOR ORACLE ENTERPRISE PERFORMANCE MANAGEMENT STANDARD CLOUD SERVICE - HOSTED ENVIRONMENT

Applicable Part #: B91076

Users of Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service are authorized to access the following Cloud Service:

- Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service

Usage Limits: The Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User) as purchased with Oracle Enterprise Performance Management Standard Cloud Service

- This Cloud Service entitles the customer to use any one of the following Business Processes.
  - Account Reconciliation. Does not include Transaction Matching. Does not support Task Manager Integrations.
  - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Does not support Task Manager Integrations, customization of Groovy scripts and Enterprise Journals.
  - Narrative Reporting. Does not include Disclosure Management
  - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning) and includes only one Custom Planning Cube and one Custom Reporting Cube. Includes Scenario Modeling. Does not include Custom and Free Form applications. Does not allow for the creation or customization of Groovy Scripts. Does not support Task Manager Integrations.

- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional subscriptions may be purchased subject to additional fees
- Each Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service must be associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Management Standard Cloud Service. Oracle Additional Application for Oracle Enterprise Performance Management Standard Cloud Service will automatically terminate at the end of the Service Period.

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT ENTERPRISE CLOUD SERVICE - HOSTED NAMED USER

Applicable Part #: B91074

Users of Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits: The Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- This Cloud Service entitles the customer to use any of the following Business Processes:
    - Account Reconciliation, including Transaction Matching and Task Manager Integrations.
    - Enterprise Data Management, restricted to 5,000 records (five "Hosted 1,000 Records")
    - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
    - Narrative Reporting, including Disclosure Management
    - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning and Project Financial Planning) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
    - Profitability and Cost Management
    - Tax Reporting
- Oracle will provision two (2) environments for this Oracle Cloud Service for use with any one Business Process above.
    - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
    - Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Environment
- Additional subscriptions may be purchased subject to additional fees

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT ENTERPRISE CLOUD SERVICE - HOSTED EMPLOYEE

Applicable Part #: B91075

Users of Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits: The Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- This Cloud Service entitles the customer to use any of the following Business Processes.

  - o Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  - o Enterprise Data Management, no record restriction.
  - o Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  - o Narrative Reporting, including Disclosure Management
  - o Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning and Project Financial Planning) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
  - o Profitability and Cost Management
  - o Tax Reporting
- Oracle will provision two (2) environments for this Oracle Cloud Service for use with any one Business Process above.
  - o One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
  - o Subscriptions for additional environments / Business Processes must be additionally ordered and provisioned with Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service – Hosted Environment
- Additional subscriptions may be purchased subject to additional fees.

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL APPLICATION FOR ORACLE ENTERPRISE PERFORMANCE MANAGEMENT ENTERPRISE CLOUD SERVICE - HOSTED ENVIRONMENT

Applicable Part #: B91077

Users of Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service are authorized to access the following Cloud Service:

- Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service

Usage Limits: The Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User / Hosted Employee) as purchased with Oracle Enterprise Performance Management Enterprise Cloud Service
- This Cloud Service entitles the customer to use any one of the following Business Processes:
  - Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  - Enterprise Data Management
    - Restricted to five "Hosted 1,000 Records" (not expandable) when this Oracle Cloud Service is purchased with Oracle Enterprise Performance Management Enterprise Cloud Service - Hosted Named User
    - Unrestricted "Hosted 1,000 Records" when this Oracle Cloud Service is purchased with Oracle Enterprise Performance Management Enterprise Cloud Service - Hosted Employee
  - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  - Narrative Reporting, including Disclosure Management
  - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning and Project Financial Planning) with additional custom planning and reporting cubes. Also includes Custom and Free Form applications and Scenario Modeling. Also allows for the creation and customization of Groovy Scripts.
  - Profitability and Cost Management
  - Tax Reporting

- Oracle will provision two (2) environments for this Oracle Cloud Service for use with any one Business Process above.
  - One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use.
  - Subscriptions for additional environments / Business Processes of this Oracle Cloud Service must be additionally ordered and provisioned.

- Each Oracle Additional Application for Oracle Enterprise Performance Management Enterprise Cloud Service must be associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Management Enterprise Cloud Service. Oracle Additional

Application for Oracle Enterprise Performance Management Enterprise Cloud Service will automatically terminate at the end of the Service Period.

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ENTERPRISE DATA MANAGEMENT CLOUD SERVICE – HOSTED EMPLOYEE

Applicable Part #: B91078

Users of Oracle Enterprise Data Management Cloud Service are authorized to access the following module or functionality:

- Oracle Enterprise Data Management Cloud Service

Usage Limits: The Enterprise Data Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional subscriptions may be purchased subject to additional fees.

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ENTERPRISE DATA MANAGEMENT CLOUD SERVICE-HOSTED 1,000 RECORDS

Applicable Part # B91920

Users of the Oracle Enterprise Data Management Cloud Service are authorized to access the following module:

- Oracle Enterprise Data Management Cloud Service

Usage Limits: The Oracle Enterprise Data Management Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage

environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage for the Oracle Enterprise Data Management Cloud Service cannot exceed 150GB

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT FOR UNITED KINGDOM GOVERNMENT CLOUD SERVICE

Applicable Part Number: B88524

Available in United Kingdom Only

For Oracle Enterprise Performance Management for United Kingdom Government Cloud, Your Content is hosted within a UK based primary data center.

Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have SC Clearance provided that (i) Oracle has the continued ability to sponsor applications for SC clearance; and/or (ii) a central government department has agreed to sponsor individuals for SC clearance if requested to do so.

Oracle shall only restrict access to individuals with SC Clearance where (a) Oracle has the continued ability to sponsor applications for such SC Clearance; or (b) if Oracle is not able to sponsor such applications, the Authority works with Oracle to ensure that Oracle has sufficient SC Cleared resources to meet its obligations under this Order and the Authority sponsors individuals for SC Clearance where required by Oracle.

The Oracle Enterprise Performance Management for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will maintain this Cloud Service to meet the requirements of ISO 27001 and in alignment with the Cloud Security Principles.

This offering includes the following

• ISO 27001 Certification

• Cyber Essentials Plus Certification

Limitations

The Oracle Enterprise Performance Management for United Kingdom Government Cloud Service does not scan uploaded files for viruses.

Oracle does not offer Disaster Recovery with defined Recovery-Point Objectives (RPO) and Recovery-Time Objectives (RTO). Rather, Oracle periodically makes backups of production data for Oracle's sole use to limit data loss and service downtime in the event of a disaster.

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 STRATEGIC WORKFORCE PLANNING CLOUD SERVICE-HOSTED EMPLOYEE

Applicable Part #: B89574

Users of the Oracle Strategic Workforce Planning Cloud Service are authorized to access the following module or functionality:
• Oracle Strategic Workforce Planning Cloud Service

Usage Limits: The Oracle Enterprise Planning and Budgeting Cloud Service is subject to usage limits based upon:
- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Strategic Workforce Planning Cloud service cannot exceed 150GB

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; however, this Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL ENVIRONMENTS FOR ORACLE STRATEGIC WORKFORCE PLANNING CLOUD SERVICE

Applicable Part # B89575

Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service is the same as the associated Oracle Strategic Workforce Planning Cloud Service Environments. Additional licensed options and or modules that have been purchased for the associated Oracle Strategic Workforce Planning Cloud Service also apply to Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service. Each Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Strategic Workforce Planning Cloud Service. Oracle Additional

Environments for Oracle Strategic Workforce Planning Cloud Service will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Environments for Oracle Strategic Workforce Planning Cloud Service defined above is subject to usage limits based upon:

• Future expansions of Your Oracle Cloud Services may be subject to additional fees.

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.

ORACLE LOGISTICS CLOUD SERVICE

ORACLE TRANSPORTATION MANAGEMENT CLOUD SERVICE - HOSTED $M FREIGHT UNDER MANAGEMENT

Applicable Part # B91099

Users of Oracle Transportation Management Cloud Service - Hosted $M in Freight Under Management are authorized to access Oracle Transportation Management Cloud Service - Hosted $M in Freight Under Management.

Usage Limits: The Oracle Transportation Management Cloud Service - Hosted $M in Freight Under Management is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management)
- Oracle will provision 2 instances per deployment (Production and Non-Production)
- Additional instances may be purchased subject to additional fees
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M Freight Under Management	60,000	N/A	N/A

Record count is based on the total number of Order Base Lines, Order Base Ship Units, Order Release Lines, Shipment Stops, Invoice Lines, Tracking Events, and Claim Lines stored in the database.

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.

ORACLE TRANSPORTATION OPERATIONAL PLANNING CLOUD SERVICE - HOSTED $M FREIGHT UNDER MANAGEMENT

Applicable Part # B91100

Users of the Oracle Transportation Operational Planning Cloud Service - Hosted $M in Freight Under Management are authorized to access Oracle Transportation Operational Planning Cloud Service - Hosted $M in Freight Under Management.

Usage Limits: The Oracle Transportation Operational Planning Cloud Service - Hosted $M in Freight Under Management is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non Production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Transportation Operational Planning Cloud Service uses the storage provided under your Oracle Transportation Management 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.

ORACLE FLEET MANAGEMENT CLOUD SERVICE --HOSTED $M FREIGHT UNDER MANAGEMENT

Applicable Part # B85328

Users of the Oracle Fleet Management Cloud Service are authorized to access the following module:

- Oracle Fleet Management Cloud Service

Usage Limits: The Oracle Fleet Management Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).
- Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fleet Management Cloud Service uses the storage provided under your Oracle Fleet Management Cloud Service.

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 LOGISTICS NETWORK MODELING CLOUD SERVICE – HOSTED $M FREIGHT UNDER MANAGEMENT

Applicable Part # B90903

Users of the Oracle Logistics Network Modeling Cloud Service are authorized to access the following modules:
- Oracle Logistics Network Modeling Cloud Service

Usage Limits:
Your use of the Oracle Logistics Network Modeling Cloud Service is subject to usage limits based on:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Additional instances may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M Freight Under Management	60,000	N/A	N/A

- This storage allocation is in addition to the storage provided under your Oracle Transportation Management Cloud Service.
- Record count is based on the total number of Order Base Lines, Order Base Ship Units, Order Release Lines, Shipment Stops, Invoice Lines, Tracking Events, and Claim Lines stored in the database

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 GLOBAL TRADE MANAGEMENT CLOUD SERVICE – HOSTED $M IN REVENUE

Applicable Part # B91101

Users of Oracle Global Trade Management Cloud Service - Hosted $ Million in Revenue are authorized to access the following modules:

Usage Limits: The Oracle Global Trade Management Cloud Service - Hosted $ Million in Revenue is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).
- Additional instances may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M in Revenue	5,000	N/A	N/A

Record count is based on the total number of GTM Parties and GTM Transaction Lines stored in the database.

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.

Database Replication Enablement for Oracle Transportation & Global Trade Management Cloud Service.
Applicable Part#: B91919

An integration that allows replication of data from the Oracle Transportation Management or Global Trade Management Cloud Service database, via the Golden Gate data replication engine, to populate data warehouse, enabling consolidated reporting management.

Usage Limits: The Database Replication Enablement for Oracle Transportation & Global Trade Management Cloud Service is subject to usage limits based upon:

- The Service may be temporarily disrupted during Disaster Recovery.
- This service provides access to the raw data model. Any changes made to the data model during upgrades or patching could potentially disrupt any of these integration access flows.
- Any changes made to the SaaS database hosting OTM may require in-house reports to be updated.
- If you enable this on a DEV or TEST instance, you will be limited to one P2T or P2D per year. Also, re-enabling replication after a P2T / P2D could take up to 7 days.
- You must already own Golden Gate licenses.
- Does not include additional storage.

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.

ADDITIONAL TEST ENVIRONMENT FOR ORACLE TRANSPORTATION MANAGEMENT AND GLOBAL TRADE MANAGEMENT CLOUD SERVICE- TEST ENVIRONMENT
Applicable Part # B78958

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits: The Oracle Additional Test Environment 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) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may result in additional fees

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.

ORACLE DATABASE VAULT FOR ORACLE TRANSPORTATION AND GLOBAL TRADE MANAGEMENT SECURITY CLOUD SERVICE

Applicable Part # B84598

Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Transportation and Global Trade Management
Security Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided.

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.

ORACLE TRANSPORTATION AND GLOBAL TRADE MANAGEMENT ADDITIONAL STORAGE CLOUD SERVICE- HOSTED FUSION MONTH

Applicable Part # B78959

Oracle Transportation and Global Trade Management Additional Storage Cloud Service increases the per month total storage capacity under Your Cloud Services order.

Usage Limits: The Oracle Transportation and Global Trade Management Additional Storage Cloud Service is subject to usage limits based on:

- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth

Hosted Fusion Month	50,000	300	N/A

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 TRANSPORTATION AND GLOBAL TRADE MANAGEMENT CLOUD SERVICE- VPN CONNECTION

Applicable Part # B78986

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Oracle Transportation and Global Trade Management 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.

VIRTUAL PRIVATE NETWORK FOR ORACLE TRANSPORTATION AND GLOBAL TRADE MANAGEMENT CLOUD SERVICE- VPN CONNECTION

Applicable Part # B78960

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

Usage Limits: The Virtual Private Network for Oracle Transportation and Global Trade Management 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.

Optional Services

ORACLE ADDITIONAL TEST ENVIRONMENT FOR ORACLE FUSION CLOUD SERVICE-TEST ENVIRONMENT

Applicable Part #: B84490

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non- production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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.

ORACLE DATA MASKING FOR FUSION CLOUD SERVICES - EACH

Applicable Part # B85243

Oracle Data Masking for Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Fusion Data Masking
- Transparent Data Encryption

Usage Limits: The Oracle Data Masking for Fusion Cloud Services defined above is subject to usage limits based on:

- Oracle Data Masking for Fusion Cloud Services can only be applied to non-production environment(s). This includes standard Test environment and, if subscribed, Additional Test Environment(s). Oracle Data Masking for Fusion Cloud Services cannot be applied to production environment(s).
- No additional storage is provided. The Oracle Data Masking for Fusion Cloud Services uses the storage provided under Your existing 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.

ORACLE DATABASE VAULT AND BREAK GLASS FOR FUSION CLOUD SERVICE
Applicable Part # B85679

Oracle Database Vault and Break Glass for Fusion Cloud Service consists of the provisioning of the following services:

- Oracle Database Vault for Fusion Cloud Service
- Oracle Break Glass for Fusion Cloud Service
  To use this Oracle Database Vault and Break Glass for Fusion Cloud Service, You are required to first purchase and maintain Oracle Fusion Cloud Services. If the Oracle Fusion Cloud Services lapse or otherwise end, this Oracle Cloud Service will also automatically end.

Oracle Database Vault for Fusion Cloud Service

Oracle Database Vault for Fusion Cloud Service is intended to increase the security of Oracle Fusion Cloud Services by protecting application data from being accessed by privileged database users and controlling sensitive operations inside Oracle Fusion Cloud using multi-factor authorization.

When enabled on the services, Oracle Database Vault for Fusion Cloud Service:

- Forms realms which act like firewalls inside Oracle Fusion Cloud
- Restricts the DBA and other privileged users from accessing application data
- Creates strong controls over when and where the applications can be accessed
- Protects the database and applications from unauthorized changes
- Allows for discovery and reporting on captured runtime privileges and roles used in the database

Usage Limits: Oracle Database Vault for Fusion Cloud Service is subject to the following usage limits:

- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Cloud Service uses the storage under Your existing Oracle Fusion Cloud Services.
- Future expansion of Oracle Database Vault for Fusion Cloud Service may be subject to additional fees.

Oracle Break Glass for Fusion Cloud Service

Oracle Break Glass for Fusion Cloud Service enables You to restrict and control Oracle's access to Your data stored in the Oracle Fusion Cloud Service database. By use of Oracle Break Glass for Fusion Cloud Service, You control access to passwords required for data level access to the Oracle Fusion Cloud Service database, thereby limiting access by Oracle personnel to Your Content residing within the Oracle Fusion Cloud Service database. Your passwords are stored in a secured escrow account not generally accessible to Oracle Fusion Cloud Service personnel.

During the Services Period of the Oracle Fusion Cloud Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Fusion Cloud Service database, in order to perform service-related activities, such as maintenance, upgrades,

support, and responding to service requests. If Oracle requires data layer access, Oracle will request approval from You through a workflow involving approvers both from Oracle and You.   You may approve Oracle's access to the data level access passwords for a limited time period; the access will be revoked and passwords changed after the time period defined by You for such data access. Upon Your request, Oracle will provide You with a report of such access.

Oracle Break Glass for Fusion Cloud Service also allows You to control the master encryption key of Your Oracle Fusion Cloud Service Transparent Data Encryption (TDE)-enabled database with the exception of Oracle SaaS at Customer Cloud Service Connected, Oracle SaaS at Customer Cloud Service Disconnected and Oracle SaaS at Customer Cloud Service in Country. By use of the Oracle Break Glass for Fusion Cloud Service, You can generate a qualified master key to replace a system-generated key for the TDE-enabled database and can revoke or reset it later. Oracle requires use of the TDE master key to operate the database of the Oracle Fusion Cloud Service, but only retains a copy of the latest key provided by You. If the TDE master key is revoked or reset by You, the database will shut down and the services dependent on the database will become inaccessible, and no one, including Oracle, will be able to access encrypted data or perform any operation that requires access to Your database. You must provide the right version of the TDE master key to Oracle to restore services and database access or to restore an old backup.

Usage Limits: Oracle Break Glass for Fusion Cloud Service is subject to usage limits based on:

- Oracle Break Glass for Fusion Cloud Service is available for environments that are on Release11 and above.

- Oracle will publish maintenance notifications in the Oracle Cloud Portal – You are required to check these notifications before performing any action related to managing TDE master keys to avoid conflicts with scheduled activity.

Disclaimers: The Oracle Cloud Services and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, may be adversely impacted if requested access for Oracle personnel is delayed or denied, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

The Oracle Fusion Cloud Service and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, will be adversely impacted if You do not provide to Oracle the correct version of Your TDE master key in a timely manner, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

It is solely Your responsibility to keep the history of the TDE master key for the duration that matches Oracle Fusion Cloud Service's backup and retention policy. Failure to provide Oracle with the correct TDE master key will result in data backup being unrecoverable. If the TDE master key is lost, access to the database will no longer be possible, resulting in a complete loss of data.

Your Oracle Fusion Cloud Service may include additional functionality that does not utilize the Oracle Fusion Cloud Service database, and that additional functionality is therefore not covered by the

Oracle Break Glass for Fusion Cloud Service (which service enables You to restrict and control Oracle's access to Your data stored in the Oracle Fusion Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Fusion Cloud Service database but are not part of the database, such as enhanced search. Any of that additional functionality that is not covered by Oracle Break Glass for Fusion Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Break Glass for Fusion Cloud Service, the applicable Service Description will specifically denote that coverage.

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.

ORACLE FUSION FOR RETAIL SERVICES CLOUD SERVICE

Applicable SKU: B84481

Available in United States Only

The Oracle Fusion for Retail Services Cloud Service is designed to help customers in the retail services industry meet their business, security, and control requirements. Oracle Fusion for Retail Services Cloud Service provides an update cadence to help minimize any disruptions to Oracle retail customers' environments. The Oracle Fusion for Retail Services Cloud Service is operated from Oracle's North America Data Center region. This service includes Transparent Data Encryption

For the purposes of this Cloud Service the following shall apply notwithstanding anything to the contrary in the applicable Oracle policies and practices:

- Scheduled quarterly maintenance to commence on Saturday at 21:00 CDT/CST for production environments
- No scheduled maintenance to Production environments during the entire weekend of National[1] US holidays (e.g. Memorial Day) – referred to as 'No Maintenance Periods'
  - o The No Maintenance Periods will apply accordingly to:
    - ▪ The following Saturday and Sunday, if the National US holiday falls on Thursday or Friday
    - ▪ Otherwise, the preceding Saturday and Sunday, if the National US holiday falls on any other week day
  - o Scheduled quarterly maintenance for production environments that would normally occur during these No Maintenance Periods will be rescheduled for the following weekend, even if that weekend would otherwise be a No Maintenance Period as well

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[1] US National holidays are: New Year's Day; Martin Luther King Day; Presidents' Day (Washington's Birthday); Memorial Day; Independence Day observed; Independence Day; Labor Day; Columbus Day; Veterans Day; Thanksgiving Day; Christmas Day

- The following activities are excluded from the above schedule and No Maintenance period, thus follow the standard Fusion process:
  o Non production environments
  o Unplanned Emergency Maintenance, including security updates and requested exception updates
  o Customer requested updates (includes optional monthly updates)
  o Statutory updates (e.g. Tax statutory calculations)
  o Infrastructure Maintenance (e.g. replace hot swappable hardware) where deemed by Oracle as not service impacting
- Notice of Maintenance:
  o Oracle will notify customers of all Emergency Maintenance during the No Maintenance Periods noted previously.
  o Customers cannot opt out from having security updates applied to their environments.
  o Customers do not need to acknowledge these notifications.

Usage Limits:
The Oracle Fusion for Retail Services Cloud Service is subject to usage limits based on:
- A maximum number of Authorized Users (Hosted Named User or Hosted Full Time Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a test environment for non-production use. Additional environments and/or storages may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion for Retail Services Cloud Service uses the storage provided under your Fusion CRM/ERP/HCM Base 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.

ORACLE INTEGRATION ACCESS CLOUD SERVICE - EACH

Applicable Part # B82730

Users of the Oracle Integration Access Cloud Service are authorized to access the following:
- Near real-time, secured and performant approach for schema level replication and data extraction solution for data warehousing scenarios from one or more Fusion SaaS Pods to a corresponding Target Database or Data Lake platform
- Enterprise grade large Cloud customers can build their own comprehensive Data Warehousing solution to mashup near real-time data from Fusion SaaS Cloud with other On-Premise, 3rd party and PaaS applications for data warehouse type reporting requirements

Usage Limits: The Oracle Integration Access Cloud Service is subject to usage limits based upon:

- The service provides a base list of raw schema level entity objects that can be replicated to a Target database or Data Lake platform. Customer can tailor the entities they are interested in, from the base list
- The customer can enable direct access to entities in the Target database or Data Lake platform. The customer will need to ensure and apply security to these entities accordingly
- Any data model changes via patching or updates in Fusion SaaS could potentially disrupt solutions that reference these replicated entities
- The service may get temporarily disrupted during disaster recovery period

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.

ORACLE HIPAA ADVANCED SECURITY FOR FUSION SAAS IN THE ORACLE PUBLIC CLOUD - EACH

Applicable Part # B87365

Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud consists of the installation and configuration of the following additional Oracle database security options:
- Oracle Database Vault; and
- Oracle Break Glass

<u>**Your Obligations**</u>:

- You must purchase Oracle Fusion Cloud Services, and maintain those services for the duration of Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud.
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your organization's HIPAA related requirements, including the following:
  - o Restrictions on email attachments, and associated required training.
  - o Limitations in the security model for BI Publisher, and associated required training.

<u>**Usage Limits**</u>: The Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud is subject to the following usage limits:

- Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud must be purchased for all environments of Oracle Fusion Cloud Services. Future expansions of the Oracle Fusion Cloud Services may be subject to additional fees for Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud.

- No additional storage is provided. The Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud uses the storage provided under Your existing Oracle Fusion 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.

ORACLE LOAD TESTING CLOUD SERVICE FOR FUSION – FIVE BUSINESS FLOWS - EACH
Applicable Part # B86074

Oracle Load Testing Cloud Service for Fusion consists of:

Oracle Load Testing Cloud Service for Fusion Management. This service will load test up to 5 business flows to the expected level of concurrency identified by the Customer. Oracle Load Testing Cloud Service for Fusion is not a stress test of the service.

An Oracle Technical Operations Manager (TOM) will be assigned to you during the Load Testing project.

Your TOM will provide the following services:
- Preparation and maintenance of a Load Testing project plan that will include historical performance of the Service, testing plan, definition of Load Tests, timelines and service outcomes.
- Best practice guidance and support throughout the definition of the Load Tests and the execution of the Load Tests.
- Preparation of Load Test Strategy including user ramp up, concurrency and transaction run rates.
- Deployment of test automation scripts.
  - This task requires that the target test environment be locked down and remain unchanged through load test execution.
- Execution of Load Tests per Load Test Strategy and analysis of results in context of customer's goals.
  - All in scope Business Flows must be load tested at the same time in the same test cycle.
- Identification of recommendations and rerun of Load Tests after the recommendations have been implemented.
  - If no recommendations are needed because the initial Load Test demonstrated acceptable levels of performance, then a second Load Test cycle iteration will not be performed.
- Creation of a Load Test report.

Customer Responsibilities:
- Identify a point of contact to work with the TOM.
- Identify Business Flows, with valid dataset to support the scripted Load Testing.
- Identify one target test environment that is fully configured to support load testing effort.
  - The target test environment will be re-sized to support in scope Business Flows only.

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of Business Flows Purchased. Additional flows may be purchased subject to additional fees.

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.

ORACLE ADDITIONAL LOAD TESTING CLOUD SERVICE FOR FUSION – FIVE BUSINESS FLOWS - EACH

Applicable Part # B86075

Oracle Additional Load Testing Cloud Service for Fusion consists of:

- Oracle Load Testing Cloud Service for Fusion Management

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of additional Business Flows Purchased.

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.

ORACLE ADDITIONAL STORAGE FOR ORACLE FUSION CLOUD SERVICE - HOSTED MONTH

Applicable Part # B84491

Oracle Additional Storage for Oracle Fusion Cloud Service increases storage per month to the customer's total storage capacity under their Cloud Service contract.

Usage Limits: The Oracle Fusion Additional Storage Cloud Service is subject to usage limits based on:

- The following usage limits apply per Hosted Fusion Month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Month	50,000	300	N/A

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.

ORACLE VIRTUAL PRIVATE NETWORK SETUP FEE CLOUD SERVICE-VPN CONNECTION

Applicable Part # B70817

This is a per vpn-tunnel fee related to Oracle Virtual Private Network Cloud Service to setup and

configure the software based VPN solution between Your facilities and Oracle facilities.

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 VIRTUAL PRIVATE NETWORK CLOUD SERVICE-VPN CONNECTION

Applicable Part # B84489

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 Fusion Cloud Services 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.

ORACLE ENTERPRISE PERFORMANCE MANAGEMENT FOR UNITED STATES GOVERNMENT CLOUD SERVICE

Applicable Part #: B82309

The Oracle Enterprise Performance Management for United States Government Cloud Service provides customers with a software-as-a-service offering targeted to control requirements of the Federal Risk and Authorization Management Program (FedRAMP).

This Oracle Cloud Service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security frameworks as defined by FISMA, including NIST SP 800-37, NIST SP 800-53 and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. Oracle does not offer Disaster Recovery with defined Recovery-Point Objectives (RPO) and Recovery-Time Objectives (RTO). Rather, Oracle periodically makes backups of production data for Oracle's sole use to limit data loss and service downtime in the event of a disaster. Oracle Customer support in included with this service and is provided by Oracle Global Support.

Access to a U.S. Cloud Operations public sector compliance analyst is included with this Cloud Service to assist customers who seek to complete a FedRAMP authorization. Thereafter, Oracle will work with customers to maintain the FedRAMP authorization. Oracle may reuse or leverage prior assessment documentation to meet customer requests. Oracle reserves the right to manage, operate and support this Oracle Cloud Service in its sole discretion to meet FedRAMP and other requirements.

Limitations

The Oracle Enterprise Performance Management for United States Government Cloud Service is

available only in the United States.

The Oracle Enterprise Performance Management for United State Government Cloud Service does not scan uploaded files for viruses.

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.

ORACLE FUSION FOR UNITED KINGDOM GOVERNMENT CLOUD SERVICE
Applicable SKUs: B87368

Available in United Kingdom Only

For this Oracle Fusion for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR.

Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent. UK Nationals with access to Your transactional data will also have SC Clearance provided that (i) Oracle has the continued ability to sponsor applications for SC clearance; and/or (ii) a central government department has agreed to sponsor individuals for SC clearance if requested to do so.

Oracle shall only restrict access to individuals with SC Clearance where (a) Oracle has the continued ability to sponsor applications for such SC Clearance; or (b) if Oracle is not able to sponsor such applications, the Authority works with Oracle to ensure that Oracle has sufficient SC Cleared resources to meet its obligations under this Order and the Authority sponsors individuals for SC Clearance where required by Oracle.

The Oracle Fusion for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will maintain this Cloud Service to meet the requirements of ISO 27001 and in alignment with the Cloud Security Principles.

This offering includes the following:

•Oracle Database Vault and Break Glass for Fusion

•Data Masking

• Cyber Essentials Plus Certification

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.

ORACLE FUSION FOR UNITED STATES GOVERNMENT CLOUD SERVICE

Applicable SKUs: B87366

Available in United States Only

The Oracle U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.

ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This offering includes the following:

•Oracle Database Vault and Break Glass for Fusion

•Data Masking

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

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.

ORACLE FUSION FOR FINANCIAL SERVICES CLOUD SERVICE - EACH

Applicable SKU: B87369

Available in United States and EMEA Only

The Oracle Financial Services (FS) Cloud Service is a Fusion Software-as-a-Service offering designed to help customers in the financial services industry meet their business, security, and control requirements.

The Oracle FS Cloud Service is operated from Oracle's North America and EMEA Data Center Region. The Oracle FS Cloud Service is operated only by authorized employees of Oracle and its affiliates; no third party subcontractors are used in the delivery of the Oracle FS Cloud Service, except for the storage of encrypted backup tapes.

This offering includes the following:

- Oracle Database Vault and BreakGlass
- Data Masking

All customer User access to data within this Oracle Cloud Service is subject to username/password or Single Sign- On, using identity federation via SAML 2.0 token assertion.

Usage Limits:

The Oracle FS Cloud Service is subject to usage limits based on:

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

- No additional storage is provided. The Oracle FS Cloud Service uses the storage provided under your existing Fusion Base 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.

PUBLIC SECTOR COMPLIANCE AND REGULATION

ORACLE FUSION PUBLIC SECTOR COMMUNITY DEVELOPMENT CLOUD SERVICE – HOSTED NAMED USER

Applicable Part # B90142

The Oracle Fusion Public Sector Community Development Cloud Service provides access to the following:d features:

- Oracle Public Sector Community Development containing permit, planning and zoning, code enforcement, online application and fee payment, inspections, communications, calendars, analytics and workflow functionality for city or county permits for community development activity.
- Limited use of Oracle Autonomous Integration Cloud – Enterprise solely to implement process definitions and fee schedules, and to migrate legacy data and records for Public Sector Community Development. A full and separate license is required to use Oracle Autonomous Integration Cloud functions not associated with Public Sector Community Development process definitions or fee schedules, or legacy data migration.
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

 Usage Limits:
- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision 2 environments of this Oracle Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a staging environment for non-production use. Additional environments may be purchased for additional fees.

 This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE DIGITAL ASSISTANT FOR FUSION PUBLIC SECTOR COMMUNITY DEVELOPMENT SELF SERVICE CLOUD SERVICE - 1000 SESSIONS

Applicable Part # 92094

The service provides a digital assistant which is a channel for members of the public within a municipality to interact with the Oracle Fusion Public Sector Community Development Cloud Service using standard tools such as SMS messaging or the Slack collaboration tool. For example, users can research existing or in-progress permits in the area and find out what permit is required for certain types of building activity. The interactions will be limited to the specific interactions provided by Oracle as part of the service, it will not allow customers to build their own interactions.

Usage Limits: Oracle Digital Assistant for Fusion Public Sector Community Development Self Service Cloud Service is subject to the following quantities:

- Oracle will provision two environments for this Oracle Cloud Enterprise Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Each license entitles the customer to 1,000 Sessions Per Month. Sessions will be measured as an aggregate across both the production and stage environments.

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.

ORACLE FUSION PUBLIC SECTOR BUSINESS LICENSES CLOUD SERVICE – HOSTED NAMED USER

Applicable Part # B92534

ORACLE FUSION BUSINESS LICENSES FOR PUBLIC SECTOR COMMUNITY DEVELOPMENT CLOUD SERVICE - HOSTED NAMED USER

Applicable Part # B92535

Users of Oracle Fusion Public Sector Business Licenses Cloud Service have access to the following modules and features:

- Oracle Fusion Public Sector Business Licenses includes functionality designed to allow business owners or responsible parties to apply online to open and operate their enterprise within a city or county. Additionally, the software automates the business license amendment and renewal process.
- Limited use of Oracle Autonomous Integration Cloud – Enterprise solely to implement process definitions and fee schedules, and to migrate legacy data and records for Oracle Fusion Public Sector Business Licenses. A full and separate license is required to use Oracle Autonomous Integration Cloud functions not associated with Oracle Fusion Public Sector Business Licenses process definitions or fee schedules, or legacy data migration.

Usage Limits: Oracle Fusion Public Sector Business Licenses Cloud Service is subject to usage limits:

- A maximum number of Authorized Users (Hosted Named User) as defined in Your order.
- Oracle will provision 2 environments of this Oracle Cloud Application. One environment is dedicated for production use and the second environment is dedicated as a staging environment for nonproduction use. Additional environments may be purchased for additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

FUSION SUBSCRIPTIONS CLOUD SERVICE

ORACLE FUSION SUBSCRIPTION MANAGEMENT CLOUD SERVICE – 1,000 SUBSCRIPTIONS

Applicable Part # B90647

Users of the Oracle Fusion Subscription Management Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Subscription Management Cloud Service is subject to usage limits based upon:

- A maximum number of Subscriptions as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Fusion Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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.

ORACLE FUSION SUBSCRIPTION MANAGEMENT CLOUD SERVICE – 1,000 IN ARR

Applicable Part # B90648

Users of the Oracle Fusion Subscription Management Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Subscription Management Cloud Service is subject to usage limits based upon:

- A maximum amount of ARR as defined in your order.
- 250 Authorized Users (Hosted Named User) for the OracleFusion Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Subscription Management was measured as capable of handling 1 million billing lines moved to Oracle Fusion Accounts Receivable with an elapsed time of 15 minutes. The timings were taken in a controlled internal environment using a single database host with 32 CPUs and 96GB RAM. Measurements in a customer environment may vary based on solution configuration, sizing of the hosted environment and network latency.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use.   Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE SUBSCRIPTION MANAGEMENT FOR ERP CLOUD SERVICE – 1,000 SUBSCRIPTIONS
Applicable Part # B90670

Users of the Oracle Subscription Management for ERP Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform

Usage Limits: The Oracle Subscription Management for ERP Cloud Service is subject to usage limits based upon:

- A maximum number of Subscriptions as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

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.

ORACLE SUBSCRIPTION MANAGEMENT FOR ERP CLOUD SERVICE – 1,000 IN ARR
Applicable Part # B90671

Users of the Oracle Subscription Management for ERP Cloud Service are authorized to access the following modules:
- Subscription Management Administration Console
- Subscription Management Platform

Usage Limits: The Oracle Subscription Management for ERP Cloud Service is subject to usage limits based upon:

- A maximum amount of ARR as defined in your order.
- 250 Authorized Users (Hosted Named User) for the Oracle Subscription Management Administration Console. Additional Users may be provisioned upon request subject to approval.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for Production use, a second environment is dedicated as a stage environment for non-production use.   Additional environments may be purchased subject to additional fees.

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.

EMPLOYEE METRICS CLOUD SERVICES

ORACLE FUSION ENTERPRISE RESOURCE PLANNING CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91084

Users of the Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Employee are authorized to access Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Employee. Includes:
- Financials Cloud Service
- Fusion Financial Reports Center Cloud Service
- Advanced Collections Cloud Service
- Revenue Management Cloud Service
- Grants Management Cloud Service
- Project Contract Billing Cloud Service
- Project Financials Cloud Service
- Project Management Cloud Service
- Automated Invoice Processing (Requires B73948 Fusion WebCenter Forms Recognition Cloud Service - Hosted 1,000 Records)
- Fusion Transactional Business Intelligence Cloud Service
- Transparent Data Encryption
- Joint Venture Management
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills. For example, adding synonyms and list values to existing entities; configuring supported channels; enabling and disabling skills. Further configuration and extension requires the purchase of Oracle Digital Assistant Platform.

Usage Limits: The Oracle Fusion Enterprise Resource Planning Cloud Service - Hosted Employee is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION RISK MANAGEMENT CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91085

Users of Oracle Fusion Risk Management Cloud Service - Hosted Employee are authorized to access Oracle Fusion Risk Management Cloud Service - Hosted Employee.
The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Risk Management Cloud Service - Hosted Employee is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION PROCUREMENT CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91086

Users of Oracle Fusion Procurement Cloud Service - Hosted Employee are authorized to access Oracle Fusion Procurement Cloud Service - Hosted Employee.
The service includes:

- Transparent Data Encryption

Usage Limits: The Oracle Fusion Procurement Cloud Service - Hosted Employee is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION FINANCIAL REPORTING COMPLIANCE CLOUD SERVICE - HOSTED EMPLOYEE

Applicable Part # B86837

Users of the Oracle Fusion Financial Reporting Compliance Cloud Service – Hosted Employee are authorized to access the following module:

- Fusion Financial Reporting Compliance – Hosted Employee
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Financial Reporting Compliance Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Employee)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION WEBCENTER FORMS RECOGNITION CLOUD SERVICE-HOSTED EMPLOYEE

Applicable Part # B86841

Users of the Oracle Forms Recognition Cloud Service are authorized to access the following module:

- Oracle Forms Recognition Cloud Service – Hosted Employee
- Transparent Data Encryption

Usage Limits: The Oracle Forms Recognition Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in your order

- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- No additional storage is provided. Oracle Forms Recognition Cloud Service uses the storage provided under your Oracle Fusion Enterprise Resource Planning Cloud Services – Hosted

Employee.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION ORDER MANAGEMENT CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91062

Users of Oracle Fusion Order Management Cloud Service - Hosted Employee are authorized to access Oracle Fusion Order Management Cloud Service - Hosted Employee.
The service includes:
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Order Management Cloud Service - Hosted Employee is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE PRODUCT MANAGEMENT - ORACLE FUSION PRODUCT MANAGEMENT CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91063

Users of the Oracle Fusion Product Management Cloud Service - Hosted Employee are authorized to access to Oracle Fusion Product Management Cloud Service - Hosted Employee.
The service includes:
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Product Management Cloud Service - Hosted Employee User is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE FUSION SUPPLY CHAIN EXECUTION CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91064

Users of the Oracle Fusion Supply Chain Execution Cloud Service - Hosted Employee are authorized to access to Oracle Fusion Supply Chain Execution Cloud Service - Hosted Employee.
The service includes:
- Transparent Data Encryption

Usage Limits:
Your use of the Oracle Fusion Supply Chain Execution Cloud Service - Hosted Employee is subject to usage limits based on:
- A maximum number of Authorized Users (Hosted Employee)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees

This product is Oracle Break Glass Cloud Service compliant.

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.

ORACLE WAREHOUSE MANAGEMENT ENTERPRISE CLOUD SERVICE – HOSTED EMPLOYEE
Applicable Part # B91088

Users of the Oracle Warehouse Management Enterprise Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Enterprise Cloud Service
- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits: Your use of the Oracle Warehouse Management Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Employees as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply regarding the use of web reports:

Number of Hosted Employees	Maximum Number of Simultaneous Web Reports
1 – 2500	5
2501 – 5000	10
5001 – 7500	15
7501 and higher	20

You are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

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.

ORACLE WAREHOUSE WORKFORCE MANAGEMENT CLOUD SERVICE - HOSTED EMPLOYEE
Applicable Part # B91089

Users of the Oracle Warehouse Workforce Management Cloud Service are authorized to access the following modules:

- Oracle Warehouse Workforce Management Cloud Service

Usage Limits: Your use of the Oracle Warehouse Workforce Management Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Employees as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Workforce Management Cloud

Service uses   the storage provided under your Oracle Warehouse Management Enterprise Edition Cloud Service.

Customers are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

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.

ORACLE COMMERCE CLOUD- SERVICE DESCRIPTIONS

ORACLE COMMERCE STANDARD CLOUD SERVICE – 1000 PAGE VIEWS

Applicable Part #: B87812

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

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum number of Page Views as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard includes an unlimited quantity of Requests to Oracle Commerce External API Access Cloud Service REST endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation. Requests are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
    - Oracle Commerce Standard includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service for REST endpoints classified as anything other than "Admin" in the Oracle Commerce Cloud Service Product Documentation.
- Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per instance of Commerce Standard Cloud Service across all environments:

File Storage (GB)
150

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Page Views set forth in the Order (in Thousands)	Peak Capacity Limit (Page Views per hour)
10,000 or less	27,000
10,001 – 49,999	55,000
50,000 – 99,999	140,000
100,000 – 199,999	280,000
200,000 – 299,999	560,000
300,000 – 399,999	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000
1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000
1,700,000 – 1,799,999	4,700,000
1,800,000 – 1,899,999	4,900,000
1,900,000 – 1,999,999	5,200,000
2,000,000 or More	5,500,000

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.

ORACLE COMMERCE STANDARD CLOUD SERVICE – 1000 REVENUE

Applicable Part #: B87813

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

- Commerce Standard Cloud Service

- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Cloud Service is subject to usage limits as follows:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum amount of 1,000 Revenue as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard includes an unlimited quantity of Requests to Oracle Commerce External API Access Cloud Service REST endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation. Requests are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
    - Oracle Commerce Standard includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service for REST endpoints classified as anything other than "Admin" in the Oracle Commerce Cloud Service Product Documentation.
- Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per instance of Commerce Standard Cloud Service across all environments:

File Storage (GB)
150

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this

    Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact

    the performance, stability or availability of the service. Any impact or outage associated with
    excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
    Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Revenue as Described in Order (in USD $1,000)	Peak Capacity Limit (Page Views per hour)
0 – 24,999	27,000
25,000 – 34,999	55,000
35,000 – 49,000	140,000
50,000 – 74,999	280,000
75,000 – 99,999	560,000
100,000 – 199,999	840,000
200,000 – 299,999	1,100,000
300,000 – 399,999	1,400,000
400,000 – 499,999	1,700,000
500,000 – 599,999	2,000,000
600,000 – 699,999	2,200,000
700,000 – 799,999	2,500,000
800,000 - 899,999	2,800,000
900,000 – 999,999	3,000,000
1,000,000 or more	3,300,000

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.

ORACLE COMMERCE PREMIUM EDITION CLOUD SERVICE – 1000 PAGE VIEWS

Applicable Part #: B90482

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

- Commerce Premium Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)
- B2B

Usage Limits:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Premium Edition includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum number of Page Views as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard includes an unlimited quantity of Requests to Oracle Commerce External API Access Cloud Service REST endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation. Requests are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
    - Oracle Commerce Standard includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service for REST endpoints classified as anything other than "Admin" in the Oracle Commerce Cloud Service Product Documentation.

- Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per instance of Commerce Premium Edition Cloud Service across all environments:

File Storage (GB)
150

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Page Views set forth in the Order (in Thousands)	Peak Capacity Limit (Page Views per hour)
10,000 or less	27,000
10,001 – 49,999	55,000
50,000 – 99,999	140,000
100,000 – 199,999	280,000
200,000 – 299,999	560,000
300,000 – 399,999	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000
1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000
1,700,000 – 1,799,999	4,700,000
1,800,000 – 1,899,999	4,900,000
1,900,000 – 1,999,999	5,200,000
2,000,000 or More	5,500,000

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.

ORACLE COMMERCE PREMIUM EDITION CLOUD SERVICE – 1000 REVENUE

Applicable Part #: B90483

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

- Commerce Premium Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)
- B2B

<u>Usage Limits:</u>

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Premium Edition includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum number of Page Views as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard includes an unlimited quantity of Requests to Oracle Commerce External API Access Cloud Service REST endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation. Requests are subject to a maximum rate of 50,000 requests per hour. Requests to Admin REST endpoints made in excess of this rate may adversely impact the performance, stability or availability of the service.
    - Oracle Commerce Standard includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service for REST endpoints classified as anything other than "Admin" in the Oracle Commerce Cloud Service Product Documentation.

- Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per instance of Commerce Premium Edition Cloud Service across all environments:

File Storage (GB)
150

- <u>Peak Capacity Limit</u>. This Oracle Cloud Service is subject to peak capacity limits. Any use of

this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Revenue as Described in Order (in USD $1,000,000)	Peak Capacity Limit (Page Views per hour)
<20 – 24,999	27,000
25 – 34,999	55,000
35 – 49,000	140,000
50 – 74,999	280,000
75 – 99,999	560,000
100,000 – 199,999	840,000
200,000 – 299,999	1,100,000
300,000 – 399,999	1,400,000
400,000 – 499,999	1,700,000
500,000 – 599,999	2,000,000
600,000 – 699,999	2,200,000
700,000 – 799,999	2,500,000
800,000 - 899,999	2,800,000
900,000 – 999,999	3,000,000
1,000,000 or more	3,300,000

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.

ORACLE COMMERCE AGENT CONSOLE CLOUD SERVICE – ADDITIONAL USER – HOSTED NAMED USER

Applicable Part #: B82520

Users of Oracle Commerce Cloud Agent Console Cloud Service are authorized to access the following modules and features:

- Commerce Agent Console Cloud Service

You are required to purchase and maintain the Oracle Commerce Cloud Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Commerce Agent Console Cloud Service is subject to usage limits as follows:

- a maximum number of Authorized Users (Hosted Named User) 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.

ORACLE COMMERCE EXTERNAL API ACCESS CLOUD SERVICE - 1000 REQUESTS

Applicable Part #: B82521

Users of Oracle Commerce External API Access Cloud Service are authorized to access the following modules and features:

- Oracle Commerce External API Access Cloud Service

You are required to purchase and maintain the Oracle Commerce Cloud Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Commerce External API Access Cloud Service is subject to usage limits as follows:

- A maximum number of 1,000 Requests as defined in your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per 1,000 Requests across both environments:

License Metric	File Storage (GB)
1,000 Page Views	50

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Requests set forth in the Order (in Millions)	Peak Capacity Limit (Requests per hour)
10	27,000
20	55,000
50	140,000
100	280,000
200	560,000
300	840,000
400,000 – 499,999	1,100,000
500,000 – 599,999	1,400,000
600,000 – 699,999	1,700,000
700,000 – 799,999	2,000,000
800,000 – 899,999	2,200,000
900,000 – 999,999	2,500,000
1,000,000, – 1,099,999	2,800,000
1,100,000 – 1,199,999	3,000,000
1,200,000– 1,299,999	3,300,000
1,300,000 – 1,399,999	3,600,000
1,400,000 – 1,499,999	3,800,000
1,500,000 – 1,599,999	4,100,000
1,600,000 – 1,699,999	4,400,000

1,700,000 – 1,799,999	4,700,000
1,800,000 – 1,899,999	4,900,000
1,900,000 – 1,999,999	5,200,000
2,000,000 or More	5,500,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week:
- Target System Availability 99.9%

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.

ORACLE VIRTUAL PRIVATE NETWORK FOR COMMERCE CLOUD SERVICE -VPN CONNECTION

Applicable Part # B85348

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 Commerce Cloud Services is subject to usage limits based upon:

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

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week:
- Target System Availability 99.9%

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 COMMERCE CLOUD SERVICE – VPN CONNECTION

Applicable Part # B85799

This is a per vpn-tunnel fee related to Virtual Private Network Setup Fee for Oracle Commerce Cloud Service to setup and configure the software based VPN solution between Your facilities and Oracle facilities.

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.

ORACLE ADDITIONAL TEST ENVIRONMENT FOR COMMERCE CLOUD SERVICE-TEST ENVIRONMENT

Applicable Part #: B85346

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non- production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based upon:

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

- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week:
- Target System Availability 99.9%

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.

ORACLE ADDITIONAL STOREFRONT FOR COMMERCE CLOUD SERVICE-EACH

Applicable Part #: B86734

Users of Oracle Additional Storefront for Commerce Cloud Service are authorized to access the following modules and features:

- Additional Storefront for Commerce Cloud Service
- Additional Domain for Commerce Cloud Service

You are required to purchase and maintain the Oracle Commerce Standard Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Additional for Commerce Cloud Service is subject to usage limits as follows:

- a maximum number additional Storefronts as set forth 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.

ORACLE COMMERCE STANDARD CLOUD SERVICE – 1000 PAGE VIEWS

Applicable Part #: B81001

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

- Commerce Standard Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum number of Page Views as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.

  Oracle Commerce Standard includes one million (1,000,0000) Requests for the Oracle

Commerce External API Access Cloud Service.

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per 1,000 Page Views across both environments:

License Metric	File Storage (GB)
1,000 Page Views	50

- Peak Capacity Limit. This Oracle Cloud Service is subject to peak capacity limits. Any use of this Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle
  Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Page Views set forth in the Order (in Millions)	Peak Capacity Limit (Page Views per hour)
10	27,000
20	55,000
50	140,000
100	280,000
200	560,000
300	840,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week:

- Target System Availability 99.9%

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.

ORACLE COMMERCE STANDARD CLOUD SERVICE – $1000 REVENUE

Applicable Part #: B81002

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

- Commerce Standard Cloud Service

- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Cloud Service is subject to usage limits as follows:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum amount of $1,000 Revenue as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order. Oracle Commerce Standard includes one million (1,000,0000) Requests for the Oracle Commerce External API Access Cloud Service.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per $1,000 Revenue across both environments:

License Metric	File Storage (GB)
$1,000 Revenue	50

- <u>Peak Capacity Limit</u>. This Oracle Cloud Service is subject to peak capacity limits. Any use of this
  Oracle Cloud Service that exceed the limits set forth in the table below may adversely impact the performance, stability or availability of the service. Any impact or outage associated with excess use will not constitute "Unplanned Downtime" as described in the applicable Oracle Hosting and Delivery Policies and will not affect Service Level Objective calculations.

Quantity of Revenue as Described in Order (in USD $1,000,000)	Peak Capacity Limit (Page Views per hour)
20	27,000
25	55,000

35	140,000
50	280,000
75	560,000
100	840,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week:

- Target System Availability 99.9%

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.

OTHER ORACLE CLOUD SERVICES

ORACLE PCI COMPLIANCE CLOUD SERVICE - EACH

PART NUMBER: B93112

The **Oracle PCI Compliance Cloud Service** provides payment functionality by utilizing supported payment gateways for credit card tokenization, details of which can be found in the program documentation.

Oracle is certified as a Level 1 Payment Card Industry Service Provider for the Oracle Fusion Cloud Service.

Credit card payment processing and tokenization is centralized within the Fusion Payments module of the Oracle Fusion Cloud Service.

For the duration of the Services Term, all services that utilize the Fusion Payments module for credit card processing within the Oracle Fusion Cloud Service as made available by Oracle, will remain compliant with the then current version of the PCI DSS standards.

All card holder data shall only flow between Your end-user's browser and the supported gateways. The Oracle PCI Compliance Cloud Service only receives PAN truncated to the last four digits and tokenized cardholder data from the supported payment gateways.

Oracle is not responsible for any data, code, files information, images, video or other content that You input into the Oracle Fusion Cloud Service or for any aspect of Your online operation that is outside the Oracle Fusion Cloud Service environment. You acknowledge and understand that, in using the Oracle Fusion Cloud Service, You have the ability to introduce security risks and are responsible for maintaining PCI DSS complaint processes and controls to manage such risks.

Your Obligations

- You are responsible for the agreements with supported payment gateways. The Oracle Fusion Cloud Service only provides the integration that facilitates the credit card tokenization and payment processing with supported payment gateways.
- You must never send credit card numbers that aren't tokenized or truncated to PCI standards to Oracle Fusion Cloud Service.
- You must never create an inbound or outbound integration involving the transfer of credit card data including tokens sent via file, attachment, email, descriptive flexfield or any other attribute.

Oracle Cloud Policies:

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

ORACLE INTEGRATION CLOUD SERVICE FOR ORACLE SAAS

Oracle Integration Cloud Service for Oracle SaaS	SKU	Metric
Oracle Integration Cloud Service for Oracle SaaS - Standard	B91109	1 Million Messages
Oracle Integration Cloud Service for Oracle SaaS - Enterprise	B91110	1 Million Messages

1 Million Messages: is defined as the number of 1,000,000 message quantities per month used as part of the Oracle Cloud Service. A message is defined as up to 50Kb of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50Kb in size must be counted as multiple messages, with each 50Kb or portion thereof counting as equivalent to one message (e.g., 210Kb would be counted as 5 messages).   Each named user for the process automation and/or the Visual Apps features is equal to 5,000 messages.

Descriptions

Oracle Integration Cloud Service for Oracle SaaS (all editions) is a cloud-based integration and process automation platform. The Oracle Integration for Oracle SaaS (all editions) tracks each 1 Million Message quantity per Month that is processed by each instance. The Oracle Integration Cloud Service for Oracle SaaS (all editions) requires a minimum of 1 Million Messages per Month per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage.

Users of the Oracle Integration Cloud Service for Oracle SaaS – Standard have access to the Oracle Integration Cloud Service for Oracle SaaS – Standard feature sets, which include the following capabilities:

- SaaS integration adapters
- Technology adapters
- Business object modeler
- Build Visual Apps
- Scheduled file transfer
- Oracle Identity Foundation Cloud Service

Usage limits: The Oracle Integration Cloud Service for Oracle SaaS – Standard is subject to the following:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size

- Files or attachments over 1MB and up to 1GB in size are temporarily stored in the Oracle Integration for Oracle SaaS instance while being processed with a limit of 10GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.

- Instance information about processed messages or message traces are retained in the database for up to 3 days.

- Each integration must have an endpoint in an Oracle Cloud SaaS application.

- Each Visual Builder application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application

Users of Oracle Integration Cloud Service for Oracle SaaS – Enterprise have access to the Oracle Integration Cloud Service for Oracle SaaS – Standard feature sets and usage limits, and includes the following additional capabilities:

- On-premise enterprise application adapters
- Process automation

Usage limits: The Oracle Integration Cloud Service for Oracle SaaS – Enterprise is subject to the following:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10 MB in size

- Files or attachments over 1MB and up-to 1GB in size are temporarily stored in the Oracle Integration for Oracle SaaS instance while being processed with a limit of 10GB at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.

- Instance information about processed messages or message traces are retained in the database for up to 3 days.

- Each integration must have an endpoint in an Oracle Cloud SaaS application.

- Each Visual Builder application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application

- Each process application must utilize at least one business object or API Call from an Oracle Cloud SaaS Application

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

The Oracle Integration Cloud Service for Oracle SaaS (all editions) each provides automation for provisioning, which is controlled or configured by You. Before the applicable Oracle Cloud Service instance is provisioned, You are responsible for sizing. Oracle is responsible for backup/restore, patching, upgrading, managing, maintaining, and monitoring the instance.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Service console daily. Oracle will measure Your usage every month for billing purposes.

Third Party Web Sites, Platforms and Services

All of these Oracle Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) which is transmitted to such third parties.

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 DIGITAL ASSISTANT PLATFORM FOR SAAS

Oracle Digital Assistant for Oracle SaaS	SKU	Metric
Oracle Digital Assistant Platform for SaaS – Hosted Named User	B91938	Hosted Named User
Oracle Digital Assistant Platform for SaaS – Hosted Employee	B91939	Hosted Employee
Oracle Digital Assistant Platform for SaaS – 1,000 Sessions	B91940	1,000 Sessions

Descriptions

Oracle Digital Assistant Platform for SaaS introduces conversation interactions via the Chatbots functionality that is powered by AI. With the Digital Assistant, users can interact with SaaS skills (also known as Bots) or build their own skills. Users of Oracle Digital Assistant for Oracle SaaS are authorized to access the following modules or features:

- AI powered Natural Language Processing (NLP) for Intent and Entity detection
- Deployment of Skills and Digital Assistants to multiple channels, abstracting the differences
- Bots Builder UI for creating Skills: defining Intents, Entities, Conversation Flows, and Channel Configuration.

- Embedded webview that allows blending advanced UI into Bots interface
- Configuration of Digital Assistants that routes requests between multiple Skills
- Container that enables integration with any enterprise applications and data sources through published APIs
- Analytics and dashboards that offers insights into conversational bottlenecks and metrics, and ability to retrain the Skills through supervised-learning capabilities

Usage limits: Oracle Digital Assistant Platform for SaaS is subject to the following quantities:

- Exactly 3 environments are included with the Digital Assistant Platform for SaaS.

Service Activation, Measurement and Usage

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Services in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

For the purposes of the Oracle Digital Assistant Platform for SaaS, Your Usage is measured by Hosted Named User, Hosted Employees, or 1,000 sessions. Measurement metric is dependent on the exact SKU that you have purchased.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- Oracle Digital Assistant Platform for SaaS is not intended to hold sensitive or regulated information. You must not use the Cloud Service to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

Third Party Web Sites, Platforms and Services

The Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and

services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) that is transmitted to such third parties.

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 viewed at www.oracle.com/contracts.

ORACLE CONTENT AND EXPERIENCE CLOUD FOR ORACLE SAAS

Oracle Content and Experience Cloud	Part #	Metric
Oracle Content and Experience Cloud Service for Oracle CX	B91221	5000 Assets Per Month
Oracle Content and Experience Cloud Service for Oracle CX – Outbound Data Transfer	B91222	Gigabyte Outbound Data Transfer Per Month
Oracle Content and Experience Cloud Service for Oracle CX - Object Storage	B92353	Gigabyte Storage Capacity Per Month
Oracle Content and Experience Cloud Service for Oracle CX - Advanced Video Management	B92348	250 Video Assets Per Month

Description
Oracle Content and Experience Cloud for Oracle SaaS is a cloud-based content hub to drive omni-channel content management and accelerate experience delivery. Collaboration and workflow management capabilities streamline the creation and delivery of content and improve customer and employee engagement.

Metrics
5,000 ASSETS PER MONTH: is defined as 5,000 Assets Per Month, where one (1) asset is one (1) item of any type (published or not published) stored in the Oracle Content and Experience Cloud Service asset repository. An asset stored in the asset repository can be either a file based asset (e.g., a document, an image, a video) or a content item and a content item is a block of information created using a content type. Every twenty (20) files of any type stored in the Oracle Content and Experience documents file repository counts as one (1) asset.

If the number total number of assets utilized during a month exceeds the number of assets that are entitled per 5,000 Assets Per Month an additional 5,000 Assets Per Month will be charged.

Only the current top level revision of any given file or asset is counted toward the assets counts.

If an Oracle Content and Experience instance has been provisioned and designated as a non-primary instance, only a single quantity of 5,000 Assets Per Month will be charged regardless of the total number of assets being replicated. A non-primary instance can be used for Development, Staging, QA or Disaster Recovery.

250 VIDEO ASSETS PER MONTH: is defined as 250 Video Assets per Month, where one (1) video asset is one (1) video file (published or not published) stored in an Oracle Content and Experience Cloud Service asset repository.

If the number total number of video assets utilized during a month exceeds the number of video assets that are entitled per 250 Video Assets per Month an overage fee of an additional 250 Video Assets per Month will be charged for each multiple of 250 Video Assets per Month over the amount contracted for on Your order.
Only the current top level revision of any given video asset is counted toward the video assets counts.

GIGABYTE OUTBOUND DATA TRANSFER PER MONTH: is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

GB STORAGE CAPACITY PER MONTH: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the Service.

ORACLE CONTENT AND EXPERIENCE CLOUD SERVICE FOR ORACLE CX – 5000 ASSETS PER MONTH

Applicable Part # B91221

Users of Oracle Content and Experience for Oracle CX have access to Oracle Content and Experience Cloud Service with the following usage limits: 5000 Assets per month

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including

accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle Cloud Service.

Oracle Content and Experience has a dependency on the Oracle Storage Cloud Service. This storage service dependency is satisfied by purchasing an Oracle Universal Credit contract that exists in the same account domain as Oracle Content and Experience cloud service.   Oracle Content and Experience utilizes Oracle Storage Cloud Service Object Storage in your service domain that you control. For proper operation, Oracle Content and Experience must be the only application that utilizes this storage instance. If thru your control you access the instance of the Oracle Storage Cloud Service used by Oracle Content and Experience and modify its data or delete this underlying storage at any time, Oracle Content and Experience has no ability to revert or recover the lost or changed data.

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.

ORACLE CONTENT AND EXPERIENCE FOR ORACLE CX – GIGABYTE OUTBOUND DATA TRANSFER PER MONTH
Applicable Part # B91222

Usage limits:

- Outbound Data Transfer per Month. This is defined as the quantity during month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.
- For purposes of Oracle Content and Experience Cloud Service -Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data Transfer directly from the Oracle Cloud Service including downloads by You or transfers over the internet.

Customer Responsibilities
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of 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.

ORACLE CONTENT AND EXPERIENCE FOR ORACLE CX – OBJECT STORAGE – GIGABYTE STORAGE CAPACITY PER MONTH

Applicable Part # B92353

Usage limits:

A maximum Gigabyte Storage Capacity Per Month as set forth in Your order. For the purposes of the Oracle Content and Experience for Oracle SaaS – Object Storage, usage data is collected at one-hour intervals and multiplied by the hourly storage rate and then added up at the end of each calendar month.

Customer Responsibilities

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement. You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of 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.

ORACLE CONTENT AND EXPERIENCE CLOUD SERVICE FOR ORACLE CX – ADVANCED VIDEO MANAGEMENT - 250 VIDEO ASSETS PER MONTH

Applicable Part # B92348

Users of Oracle Content and Experience for Oracle CX -Advanced Video Management have access to Oracle Content and Experience Cloud Service for CX – Advanced Video Management

Usage limits:
A maximum of multiples of 250 Video Assets Per Month as set forth in Your order.

Customer Responsibilities
By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Content and Experience Cloud interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.
This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Applications" as defined in the Agreement. You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of 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 PaaS/IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE CASB FOR ORACLE SAAS -MONITORED SERVICE USER

Applicable Part # B89150

Description
Oracle CASB for Oracle SaaS monitors users of target Oracle SaaS applications. Users of Oracle CASB for Oracle SaaS are authorized to access modules or features that include the following

- Provisioning of security configurations and controls into the target Oracle SaaS application

- Key Security Indicators that provide early warning signs of risks to the target Oracle SaaS application
- User Behavioral Analytics that quantify risk scores when anomalies in user activity is identified

Usage Limits

A maximum number of Monitored Service Users as defined in your order.

Third Party Web Sites, Platforms and Services

This Oracle CASB Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for such Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third Party Content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third Party Services.

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.

ORACLE CASB FOR ORACLE SAAS -HOSTED EMPLOYEE

Applicable Part # B89149

Description

Oracle CASB for Oracle SaaS monitors users of target Oracle SaaS applications. Users of Oracle CASB for Oracle SaaS are authorized to access modules or features that include the following

- Provisioning of security configurations and controls into the target Oracle SaaS application
- Key Security Indicators that provide early warning signs of risks to the target Oracle SaaS application
- User Behavioral Analytics that quantify risk scores when anomalies in user activity is identified

Usage Limits

A maximum number of Hosted Employee as defined in your order.

Third Party Web Sites, Platforms and Services

This Oracle CASB Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for such Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate

performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. Oracle is not responsible for the security, protection or confidentiality of Your Content or Third Party Content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) transmitted to such Third Party Services.

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.

ORACLE MAPS CLOUD SERVICE FOR PEOPLESOFT – HOSTED EMPLOYEE
Applicable Part # B85253

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for Peoplesoft. With this Cloud Service, licensed PeopleSoft products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in PeopleSoft products.

Usage Limits:

- a maximum number of Authorized Users (Hosted Employee)
- PeopleSoft applications may deliver features that access the cloud service, but You may also customize
- PeopleSoft application access to the service provided they comply with the following restrictions:
- Maps and other results of queries against the service may not be printed in commercial media
- (newspapers or magazines) or broadcast on television.
- The PeopleSoft application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

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.

ORACLE MAPS CLOUD SERVICE FOR JD EDWARDS – HOSTED EMPLOYEE
Applicable Part # B86800

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for JD Edwards. With this Cloud Service, licensed JD Edwards products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in JD Edwards products.

Usage Limits:

- a maximum number of Authorized Users (Hosted Employee)
- JD Edwards applications may deliver features that access the cloud service, but You may also customize
- JD Edwards application access to the service provided they comply with the following restrictions:
- Maps and other results of queries against the service may not be printed in commercial media
- (newspapers or magazines) or broadcast on television.
- The JD Edwards application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

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.

ORACLE MAPS CLOUD SERVICE FOR JD EDWARDS – $M IN REVENUE

Applicable Part # B86800

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for JD Edwards. With this Cloud Service, licensed JD Edwards products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in JD Edwards products.

Usage Limits:

- a maximum number of $ M in Revenue as set forth in Your order.
- JD Edwards applications may deliver features that access the cloud service, but You may also customize
- JD Edwards application access to the service provided they comply with the following restrictions:
- Maps and other results of queries against the service may not be printed in commercial media
- (newspapers or magazines) or broadcast on television.
- The JD Edwards application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

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.

ORACLE MAPS CLOUD SERVICE FOR PEOPLESOFT – $ M IN REVENUE

Applicable Part # B85254

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for Peoplesoft. With this Cloud Service, licensed PeopleSoft products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in PeopleSoft products.

<u>**Usage Limits:**</u>

- a maximum number of $ M in Revenue as set forth in Your order.
- PeopleSoft applications may deliver features that access the cloud service, but You may also customize
- PeopleSoft application access to the service provided they comply with the following restrictions:
- Maps and other results of queries against the service may not be printed in commercial media
- (newspapers or magazines) or broadcast on television.
- The PeopleSoft application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

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.

ORACLE MAPS CLOUD SERVICE FOR ASSET TRACKING – HOSTED MANAGED RESOURCE
Applicable Part # B86908

Users of the Oracle Maps Cloud Service for Asset Tracking have access to the following module: Oracle Maps Cloud Service for Asset Tracking. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may track the position of identified moving assets.

Usage Limits:
This cloud service must only be used with Oracle applications that already use Oracle Maps 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.

ORACLE MAPS CLOUD SERVICE FOR ASSET TRACKING – 100 APPOINTMENTS
Applicable Part # B86909

Users of the Oracle Maps Cloud Service for Asset Tracking have access to the following module: Oracle Maps Cloud Service for Asset Tracking. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may track the position of identified moving assets.

Usage Limits:

This cloud service must only be used with Oracle applications that already use Oracle Maps 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.

ORACLE MAPS CLOUD SERVICE FOR ASSET OPTIMIZATION – HOSTED MANAGED RESOURCE

Applicable Part # B86910

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits:

This cloud service must only be used with Oracle applications that already use Oracle Maps 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.

ORACLE MAPS CLOUD SERVICE FOR ASSET OPTIMIZATION – 100 APPOINTMENTS

Applicable Part # B86911

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits:

This cloud service must only be used with Oracle applications that already use Oracle Maps 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.

ORACLE SUPPLIER NETWORK ADAPTER FOR PARTNERS CLOUD SERVICE- 500 HOSTED TRADING PARTNERS

Applicable Part # B85692

Users of the Oracle Supplier Network Adapter for Partners Cloud Service are authorized to access the following module:

- Oracle Supplier Network

Usage Limits: The Oracle Supplier Network Adapter for Partners Cloud Service is subject to usage limits based upon:

- a maximum number of 500 Hosted Trading Partners as set forth 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.

CUSTOMER DATA MANAGEMENT CLOUD SERVICE-HOSTED NAMED USER

Applicable Part # B91434

Users of the Oracle Customer Data Management Cloud Service are authorized to access the following modules:

- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules
- Manual merge and auto merge
- Linking
- Audit reporting
- Fusion Data Quality Records

Usage Limits: The Oracle Customer Data Management 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 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	Fusion Data Quality Records	File Storage (MB)	Bandwidt
Hosted Named User (1 Authorized User)	50,000	50,000 per customer	200	N/A

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.

EUROPEAN UNION RESTRICTED ACCESS CLOUD SERVICE FOR ORACLE FUSION APPLICATIONS

Applicable Part #: B91905

The European Union Restricted Access Cloud Service for Oracle Fusion Applications (EU Restricted Access Cloud Service) is an add-on Oracle Cloud Service for implementation only with Oracle Fusion Customer Relationship Management (CRM) Cloud Service, Oracle Fusion Enterprise Resource Planning (ERP) Cloud Service, Oracle Fusion Human Capital Management (HCM) Cloud Service and Supply Chain Management Cloud Service. The EU Restricted Access Cloud Service provides that for these services:

- "Your Content", as defined in the master agreement governing Your order, will reside in data centers located only in countries that are member states of the European Union (EU).
- Oracle staff who may access Your Content pursuant to the EU Restricted Access Cloud Service will be EU-based staff located in the EU. Note: to the extent you provide Your Content to Oracle within a service request to customer support, Oracle may access such service requests globally as necessary for the provision of the services.

In the event that non-EU based Oracle and Oracle third party sub-processor staff requires access to Your Content as necessary for the provision of the Oracle Fusion Cloud Services, Oracle will require Oracle management approval before granting temporary access to Your Content by such staff, and will regularly report on any such access grant to You.

This offering includes the following:

- Oracle Database Vault and Break Glass for Fusion
- Data Masking

Limitations

The EU Restricted Access Cloud Service is an add-on Oracle Cloud Service for implementation with the CRM, ERP, HCM and Supply Chain Oracle Fusion Cloud Services. An order for EU Restricted Access Cloud Service must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Fusion Cloud Service(s). Likewise, once EU Restricted Access Cloud Service has been purchased any subsequent renewal must include the add-on EU Restricted Access Cloud Service.

Any migration of Your Content from pre-existing cloud service instances to EU Restricted Access Cloud Service instances or from EU Restricted Access Cloud Service instances to standard cloud service instances is the sole responsibility of the customer; the EU Restricted Access Cloud Service does not include migration assistance from Oracle.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

ORACLE INTERNET OF THINGS APPLICATIONS CLOUD SERVICE

ORACLE INTERNET OF THINGS INTELLIGENT APPLICATIONS CLOUD SERVICE – HOSTED EMPLOYEE

Part # B92961

Users of the Oracle Internet of Things Intelligent Applications Cloud Service are authorized to access the following modules and features in their environment:

- IoT Asset Monitoring for real-time location and health monitoring of assets, spatial analytics to detect asset misplacement and theft, and incident creation and management for faults detected in assets
- IoT Production Monitoring for real-time visibility into status of production processes, identification of production anomalies and machine faults, identification and analysis of production KPI such as utilization, idle time, down time, etc.
- IoT Fleet Monitoring for real-time location tracking of shipments and vehicles , trip status monitoring, shipment condition monitoring, vehicle condition monitoring, driver behavior tracking, and incident creation and management for faults detected
- IoT Connected Worker for real-time visibility into worker health and safety, worksites monitoring and hazards monitoring, time and labor tracking automation, and incident creation and management for accidents and issues detected

Users of Oracle Internet of Things Intelligent Applications Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits:
The Oracle Internet of Things Intelligent Applications Cloud Service is subject to usage limits based on:
- maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (MB)
Hosted Employee	100

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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 INTERNET OF THINGS, 3D DIGITAL TWIN CLOUD SERVICE – HOSTED ENVIRONMENT

Part # B92132

Users of the Oracle Internet of Things, 3D Digital Twin are authorized to access the following modules and features in their corresponding Oracle Internet of Things Application:

- Upload, visualize and interact with 3D models of physical assets

NOTE: The total quantity of units for this SKU is fixed at 1 per Oracle IoT Application, irrespective of quantity of pre-requisite Oracle Internet of Things Application.

Usage Limits
- This SKU enables the 3D Digital Twin functionality in the corresponding pre-requisite Oracle Internet of Things Application. No new environment is provisioned for this SKU.

Customer Responsibilities

Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- Oracle will enable Your instance of Oracle Internet of Things Application with the 3D Digital Twin functionality
- Oracle is responsible for patching and upgrading Your instance of Oracle Internet of Things Application
- You are responsible for compliance with laws, rules, and regulations governing the type of data while using Oracle Internet of Things, 3D Digital Twin
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Your instance of Oracle Internet of Things Application with the 3D Digital Twin functionality

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering

into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

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 INTERNET OF THINGS INTELLIGENT APPLICATIONS CLOUD SERVICE – HOSTED NAMED USER

Applicable Part # B92519

Users of the Oracle Internet of Things Intelligent Applications Cloud Service are authorized to access the following modules and features in their environment:

- IoT Asset Monitoring for real-time location and health monitoring of assets, spatial analytics to detect asset misplacement and theft, and incident creation and management for faults detected in assets
- IoT Production Monitoring for real-time visibility into status of production processes, identification of production anomalies and machine faults, identification and analysis of production KPI such as utilization, idle time, down time, etc.
- IoT Fleet Monitoring for real-time location tracking of shipments and vehicles , trip status monitoring, shipment condition monitoring, vehicle condition monitoring, driver behavior tracking, and incident creation and management for faults detected
- IoT Connected Worker for real-time visibility into worker health and safety, worksites monitoring and hazards monitoring, time and labor tracking automation, and incident creation and management for accidents and issues detected

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Users of Oracle Internet of Things Intelligent Applications Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits:
The Oracle Internet of Things Intelligent Applications Cloud Service is subject to usage limits based on:
- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (GB)	File Storage (MB)	Bandwidth
Hosted Named User	10	N/A	N/A

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.

ORACLE INTERNET OF THINGS INTELLIGENT APPLICATIONS, MOBILE WORKER – HOSTED NAMED USER

Applicable Part # B92520

Oracle Internet of Things Intelligent Applications, Mobile Worker is an optional offering only for Oracle Internet of Things Intelligent Applications Cloud Service that enables access to intermittent users who access the hosted service only via the companion IoT Applications mobile app that provides a restricted set of capabilities. Examples of Mobile Worker Users include, but are not limited to, vehicle drivers that need to use the companion mobile app to start and stop trips, seasonal construction workers at a construction project. Please contact the IoT Applications product management team to verify eligibility for other use cases.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Usage Limits:
Oracle Internet of Things Intelligent Applications, Mobile Worker is subject to following usage limits for a single unit of the SKU:

- User accounts provisioned by this SKU will not enable access to the web-based console from any type of device
- User accounts provisioned by this SKU may only access the hosted service via the companion IoT Applications mobile app
- This subscription does not provision additional storage and compute capacity in the associated Oracle Internet of Things Intelligent Applications 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.

ORACLE INTERNET OF THINGS INTELLIGENT APPLICATIONS, ADDITIONAL TEST ENVIRONMENT – EACH

Applicable Part # B92521

Oracle Internet of Things Intelligent Applications, Additional Test Environment is an optional offering only for Oracle Internet of Things Intelligent Applications Cloud Service that provides for the hosting and maintenance of an additional Test Environment, that is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities 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 Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule of the Production Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Usage Limits:
The Oracle Internet of Things Intelligent Applications, Additional Test Environment defined above is subject to usage limits based upon:

- A maximum number of ten (10) Users authorized to access the hosted service, regardless of whether the user is actively accessing the hosted service at any given time

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.

ORACLE INTELLIGENT TRACK AND TRACE CLOUD SERVICE – HOSTED NAMED USER
Applicable Part # B91001

Customers purchasing the Oracle Intelligent Track and Trace service are authorized to access the following modules and features:

- Setup and manage a business network consisting of trading partners
- Invite and manage Endorsing Trading partners
- Invite and manage Participating Trading Partners
- Authorize Business Network Administrators
- Setup and manage document types and business flows to be tracked on the business network
- Define business rules via Smart Contracts for validating transactions submitted to the network
- End-to-end view of supply chain transactions across organizations, subject to the user's role and privileges on the network
- Ingest supply chain transaction documents into the network
- Track progress of business flows based on transactions submitted to the business network
- Trace transaction history

- Trace physical items such as products, raw material etc. referenced by supply chain transactions submitted to the network
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability
- Provisioned capacity for a single development environment without high availability

NOTE: The total number of Business Network Administrator users must not exceed the number of Hosted Named User licenses. One Business Network Admin User is equivalent to one Hosted Named User.

NOTE: Each subscription of Oracle Intelligent Track and Trace allows the Business Network Administrators to invite a minimum of 20 Hosted Named Users.

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Oracle Responsibilities
Oracle's responsibilities include:

- Oracle will create Your instance of Oracle Intelligent Track and Trace including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Intelligent Track and Trace

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle Intelligent Track and Trace
- You are responsible for appointing Business Network Administrators to define, implemente and manage Smart Contracts
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Intelligent Track and Trace

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY

HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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.

ORACLE INTELLIGENT TRACK AND TRACE CLOUD SERVICE – HOSTED EMPLOYEE
Applicable Part # B93021

Customers purchasing the Oracle Intelligent Track and Trace service are authorized to access the following modules and features:

- Setup and manage a business network consisting of trading partners
- Invite and manage Endorsing Trading partners
- Invite and manage Participating Trading Partners
- Authorize Business Network Administrators
- Setup and manage document types and business flows to be tracked on the business network
- Define business rules via Smart Contracts for validating transactions submitted to the network
- End-to-end view of supply chain transactions across organizations, subject to the user's role and privileges on the network
- Ingest supply chain transaction documents into the network
- Track progress of business flows based on transactions submitted to the business network
- Trace transaction history
- Trace physical items such as products, raw material etc. referenced by supply chain transactions submitted to the network
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling
- Provisioned capacity for a single production environment with high availability
- Provisioned capacity for a single development environment without high availability

Usage Limits: Oracle Intelligent Track and Trace Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Employee) as defined in your order
- Does not include any quota for endorsing partner users or participating partner users. Those users have to be purchased separately using the optional SKUs.
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment

NOTE: High availability provides in-pod components redundancy to prevent outage when one or more compute nodes are unavailable. Disaster Recovery that provides geographic redundancy and automatic failover is not supported for this service.

Oracle Responsibilities
Oracle's responsibilities include:

- Oracle will create Your instance of Oracle Intelligent Track and Trace including managing and maintaining Your instance and its availability
- Oracle is responsible for patching and upgrading Your instance of Oracle Intelligent Track and Trace

Customer Responsibilities
Certain aspects of the service are Your responsibilities. These include, but are not limited to the following:

- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle Intelligent Track and Trace
- You are responsible for appointing Business Network Administrators to define, implement and manage Smart Contracts
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services
- You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content to protect Your Content from unauthorized access and routine archiving of Your Content
- Oracle Cloud Services login credentials generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your login credentials to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf
- You will ensure that files provided for upload are scanned for viruses
- You are responsible for any data stored in Oracle Intelligent Track and Trace

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

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.

ORACLE INTELLIGENT TRACK AND TRACE, ADDITIONAL ENDORSING USER OPTION CLOUD SERVICE – HOSTED NAMED USER
Part # B91002

The Oracle Intelligent Track and Trace Additional Endorsing User Option allows the customer to add at least 5 additional Hosted Named Users to their Oracle Intelligent Track and Trace subscription.
- This option allows adding users for Endorsing Trading Partners.
- Endorsing Trading Partners have their own blockchain instance with ability to define their own Smart Contracts and define access to and visibility on transactions submitted by them.

Prerequisites
This option requires an active subscription to Oracle Intelligent Track and Trace.

Third Party Web Sites, Platforms and Services
This Oracle Intelligent Track and Trace Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

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.

ORACLE INTELLIGENT TRACK AND TRACE, ADDITIONAL PARTICIPATING USER OPTION CLOUD SERVICE – HOSTED NAMED USER
Part # B91003

The Oracle Intelligent Track and Trace Additional Participating User Option allows the customer to add at least 5 additional Hosted Named Users to their Oracle Intelligent Track and Trace subscription.

- This option allows adding users for Participating Trading Partners.
- Participating Trading Partners do not have a blockchain instance provisioned for them and therefore do not have the ability to define Smart Contracts and access and visibility rules.

Prerequisites
This option requires an active subscription to Oracle Intelligent Track and Trace

Third Party Web Sites, Platforms and Services
This Oracle Intelligent Track and Trace Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

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.

SERVICE DESCRIPTIONS—ADVANCED CUSTOMER SUPPORT

ORACLE CLOUD PRIORITY SUPPORT FOR SAAS
Applicable Part # B86668, B86669

DESCRIPTIONS FOR THIS PART CAN BE FOUND AT WWW.ORACLE.COM/CONTRACTS UNDER THE HEADING ORACLE CLOUD ADVANCED CUSTOMER SUPPORT SERVICE
 (direct link is http://www.oracle.com/us/corporate/contracts/cloud-priority-support-for-saas-3703482.pdf)

ORACLE ORACLE SAAS AT CUSTOMER CLOUD SERVICE

ORACLE ORACLE SAAS AT CUSTOMER CLOUD SERVICE-DATA CENTER SERVICE DESCRIPTIONS @ YOUR DATA CENTER

Applicable Part Numbers:

Part Number	Description
B87889	Oracle SaaS at Customer Cloud Service
B88369	Oracle SaaS at Customer Cloud Service Disconnected
B88368	Disaster Recovery for Oracle SaaS at Customer Cloud Service
B92133	Oracle Additional Test Environment for SaaS at Customer Cloud Service

Oracle SaaS at Customer enables Fusion Cloud Services and Enterprise Performance Management (EPM) to be deployed and consumed within Your datacenter. Oracle will supply the Oracle hardware and software required for the Fusion and EPM Cloud Service.

Unless otherwise noted in this section, the remainder of this service description applies only when the Oracle SaaS at Customer Cloud Service is delivered at Your datacenter.

During the Services Period, and at Oracle's sole discretion, Oracle may update, repair or replace the hardware or any component within the hardware. Any such update, repair or replacement will not materially reduce the level of performance, functionality, security or availability of the Oracle SaaS at Customer Cloud Service.

The Oracle SaaS at Customer Cloud Service is offered in two modes under which Oracle manages the Fusion and EPM Cloud Service as listed below:

1. Connected Mode of Operation

Part number B87889 (if specified in Your order) is for Connected Mode of Operation. In this mode, Oracle remotely manages your Fusion and EPM Cloud Service deployment using bidirectional Internet connectivity over a secure virtual private network.   Oracle provides a secure gateway to establish this bidirectional virtual private network.

Oracle staff performing the service management may be located in several countries around the world as determined by Oracle.

Note that the part number B88368 (Oracle Disaster Recovery for SaaS at Customer Cloud Service) will be included in an order for this service if You opt for disaster recovery. The presence of this part number in Your order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion and EPM SaaS and manage such service at a Disaster Recover location designated by you.

2. Disconnected Mode of Operation

Part number B88369 (if specified in Your order) in Your order is for Oracle SaaS at Customer Disconnected Cloud Service. In this mode, Oracle staff manages Your Fusion deployment without any need for an Internet connection between the deployment site and Oracle. Oracle staff will perform service management of your network from your premises.

Oracle staff performing the service management shall be located in the same country where your Fusion and EPM Cloud Service is deployed.

Note that the part number B88368 (Oracle Disaster Recovery for SaaS at Customer Cloud Service) is included in an order for this service if You opt for disaster recovery. The presence of this part number in the order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion and EPM SaaS and manage such service at a Disaster Recover location designated by You.

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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL TEST ENVIRONMENT FOR SAAS AT CUSTOMER CLOUD SERVICE
Part Number: B92133

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE DATA AND DEVICE RETENTION FOR SAAS AT CUSTOMER CLOUD SERVICE
Applicable Part Numbers

Part Number	Description	DDR Add-On for Part Numbers

B91916	Oracle Data and Device Retention for SaaS at Customer Cloud Service	Oracle SaaS at Customer Cloud Service Parts B87889, and B88369
B91917	Oracle Data and Device Retention Additional Test Environment for SaaS at Customer Cloud Service	SaaS at Customer ATE Part B92133 and Fusion ATE Part B84490 (each) Purchased with Oracle SaaS at Customer Cloud Service
B91918	Oracle Data and Device Retention Enterprise Performance Management for SaaS at Customer Cloud Service	EPM Parts B91073 (once), B91074 (once), B88773 (once), and B91076 (each) Purchased with Oracle SaaS at Customer Cloud Service

Description of Services. Each Oracle Data and Device Retention ("DDR") SKU for SaaS at Customer Cloud Service is an add-on service for an applicable Fusion Cloud or SaaS at Customer Cloud Service. A DDR service permits you to retain certain hardware that may contain your sensitive, confidential, or classified data. Each subscription with a corresponding DDR optional service will allow hardware for your subscription at the end of life to remain onsite in your data center vs being returned to Oracle.

DDR consists of the following Services:

- If Oracle, in its sole discretion, determines that Retained Hardware (defined below) needs to be replaced in accordance with your Oracle SaaS at Customer or Oracle SaaS at Customer Cloud Service Subscription, Oracle personnel will (a) remove the malfunctioning hardware and (b) then install the replacement hardware and leave the Retained Hardware with Your designated point of contact; and
- At the expiration of the Term of Your Oracle Cloud at Customer Subscription, Oracle will document and remove all Retained Hardware from Your Oracle SaaS at Customer or Oracle SaaS at Customer Cloud Service environment and leave the Retained Hardware along with the documentation of removal of the Retained Hardware with Your designated point of contact.

Additional Obligations and Assumptions. In addition to the obligations stated in Your order, You acknowledge that Oracle's ability to perform DDR depends upon Your fulfillment of the following additional obligations and project assumptions:

Your Obligations:

- Obtain Cloud Services in conjunction with or prior to the commencement of DDR under this Service Description and maintain such Cloud Services for the duration of the Term.
- Identify a designated contact to Oracle, with the appropriate level of authority, to accept the Retained Hardware.
- You shall not retain any central processing units ("CPU") chips.
- Properly store/dispose/destroy all replaced disk drive(s), flash cache and/or parts.
- You must acquire and maintain DDR for all hardware installed in Your Oracle Cloud at Customer environment.
- Provide any notices, and obtain any consents, required for Oracle to perform DDR.

Assumptions:

- If DDR services are purchased under the same order as Your Fusion Cloud or SaaS at Customer order, DDR shall commence on the Cloud Services Start Date identified in Your order.
- If DDR services are purchased under a separate order, the DDR services shall commence as identified in Your order.
- DDR will be provided by local delivery resources (i.e., delivery resources local to Your location).
- For the purposes of DDR, Retained Hardware shall refer to the following that may contain Your sensitive, confidential or classified data:
    i. disk drives, which is defined as a spinning media device that stores data accessed by the server, storage array, or tape system;
    ii. flash cache, which is defined as any device having the ability to store information on a solid-state media that is re-writable; and
    iii. part(s), which is defined as any item in a server, storage device, or network device containing non-volatile random-access memory.
- CPUs are excluded from Retained Hardware.
- CPU board(s) / controller(s) / server(s) that contain non-volatile memory will be individually removed at the end of the Term and the CPU returned to Oracle.
- All Oracle Fusion Cloud or SaaS at Customer hardware remains the property of Oracle until (i) the Retained Hardware has been given to Your designated point of contact because of a replacement part or (ii) at the expiration of the Term of Your Oracle Fusion Cloud or SaaS at Customer order. Once the Retained Hardware has been given to Your designated point of contact, title of the Retained Hardware transfers from Oracle to You.
- Any other Services not expressly identified herein are considered out of scope.

You acknowledge that if Oracle's cost of providing DDR is increased because of Your failure to meet the obligations 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.

DDR Fees. You shall pay Oracle the DDR fees for the entire Oracle Cloud Services Period as defined in Your Oracle Fusion Cloud or SaaS at Customer order, regardless of when You purchase DDR. If you did not acquire DDR at the time of Your Oracle Oracle SaaS at Customer Cloud Service order, then the DDR fees shall be for the entire term had DDR had been ordered initially with Your Oracle Oracle SaaS at Customer Cloud Service order. Once placed, Your order for DDR is non-cancelable and the sums paid non-refundable.

End of Services. DDR is coterminous with the Oracle Cloud Services Period as defined in Your order for Oracle Oracle SaaS at Customer Cloud Service order associated with Your DDR 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE AUDIT COMPLIANCE REPORTING FOR SAAS AT CUSTOMER CLOUD SERVICE - EACH
Applicable Part #: B92531, B92532

Part Number	Description	Add-On for Part Numbers
B92531	Oracle Financial Controls Compliance Reporting for SaaS at Customer	Oracle SaaS at Customer Cloud Service Part B87889 (Connected)
B92532	Oracle ISO Certification for SaaS at Customer	Oracle SaaS at Customer Cloud Service Part B87889 (Connected)

Description of Services. Audit Compliance Reporting for SaaS at Customer Cloud Service provides audit reporting of common Oracle controls for Connected Oracle SaaS at Customer Cloud Service or SaaS at Customer environments on Your premises. The reporting delivered from these services provides audit reporting on SaaS at Customer services for Your internal or regulatory compliance program. For example, You may combine the SKU deliverables with Your own audit reporting of physical subsections controlled by You.

Each Audit Compliance Reporting SKU for SaaS at Customer Cloud Service is an add-on service for Oracle SaaS at Customer Cloud Service (Connected) Part B87889.

Usage Limits:
SKU purchase entitles You to one set of Audit Reports for the designated period as described in Your order.

Additional Obligations and Assumptions. In addition to the obligations stated in Your order, you acknowledge that Oracle's ability to complete the audit reporting of the given SKU depends upon Your fulfillment of the following additional obligations plus the listed project assumptions

Your Obligations

- Obtain Cloud Services in conjunction with or prior to the commencement of Audit reporting described herein and maintain such Cloud Service for the duration of the Term
- Cloud Service for applicable Audit Reporting SKU may need to be active for 90 days prior to the start of the end of the current audit period
- Purchase the appropriate Audit Reporting SKU for the desired period. For example, an annual report would require You purchase a quantity of three to cover a three year term
- **AUDIT REPORTING DELIVERED BY ORACLE UNDER THIS SERVICE ONLY REPRESENT ORACLE CONTROLS FOR A CONNECTED SAAS AT CUSTOMER ENVIRONMENT. YOU ARE RESPONSIBLE FOR COMPLIANCE REPORTING ON ANY CONTROL OUTSIDE OF ORACLE'S RESPONSIBILITY**

Assumptions

- A "Connected" SaaS at Customer environment
- No exceptions to standard contractual terms that would impact standard audit reporting controls
- Any other Services not expressly identified herein are considered out of scope

You acknowledge that if Oracle's cost of providing Audit Reporting as described herein is increased because of your failure to meet the obligations 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.

Specific Description of Services

Oracle Financial Controls Compliance Reporting for SaaS at Customer
Part Number B92531

SOC 1 Type 1 and Type 2 reporting on SaaS at Customer common financial controls.

SOC Control Objectives – Covered

- **Administrative and Personnel Procedures** – Control activities provide reasonable assurance that Oracle employees have the necessary qualifications based on their job description, complete applicable background checks, and training to ensure compliance with Oracle policies and standards.
- **Information Security** – Control activities provide reasonable assurance that system information, once entered into the system, is protected from unauthorized or unintentional use, modification, addition or deletion.
- **Change Management** – Control activities provide reasonable assurance that unauthorized changes are not made to production systems that would result in invalid, incomplete, inaccurate, and untimely processing of data.
- **Computer Operations** – Control activities provide reasonable assurance that systems are maintained and monitored in a manner that helps ensure system availability and that applications and databases are backed up in a timely manner.

SOC Control Objectives - Customer Responsibility

- **Facility** - The customer is responsible for control reporting requirements related to building and power
- **Network Management** – The customer is responsible for control reporting requirements related to network access and management, network infrastructure such as switching, routing and firewall
- **Complementary User Entity Controls** – Controls included within customer system but rely upon the customer to implement

Oracle ISO Certification for SaaS at Customer
Part Number B92352

ISO Certification for SaaS at Customer is a certification for the customer environment under the International standard ISO 27001 that covers the planning, implementation, monitoring, and improvement of an Information Security Management System (ISMS). In addition, the reporting will demonstrate our ongoing commitment to align with globally recognized good practices for information security controls for cloud services.

 The certification will be aligned to:

- Code of practice for information security controls under ISO 27002
- Code of practice for cloud services under ISO 27017
- Code of practice for protection of Personally Identifiable Information (PII) in public clouds acting as PII processors under ISO 27018.

The certification performed with this service will include all the clauses, domains and controls that are designed, developed, implemented, maintained, monitored and controlled by Oracle for a SaaS at Customer environment. However, controls that are under the responsibility and boundaries of the customer will be out of the scope of the certification.

The content and schedule for the ISO certification delivered to You for this service will be determined by Oracle.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the terms and conditions of the agreement between You and Oracle, including the applicable Oracle privacy and security policies referenced therein, available at www.oracle.com/contracts.

ORACLE PCI COMPLIANCE REPORTING FOR SAAS AT CUSTOMER - EACH

Applicable Part # B92737

Description of Services. Payment Card Industry (PCI) Compliance Reporting for SaaS at Customer Cloud Service provides reporting of common Oracle controls for a Connected Oracle SaaS at Customer Cloud Service or SaaS at Customer environment on customer premises. The reporting delivered from this SKU provides PCI audit reporting on SaaS at Customer services as a part of a customer's internal or regulatory compliance program. The customer may incorporate the Oracle PCI reporting from this SKU in conjunction with their own control testing as deliverables to the customer's auditors to obtain PCI Certification. SKU purchase entitles customer to Payment Card Industry (PCI) Data Security Standard (DSS) Attestation of Compliance (AOC) for Onsite Assessments by Service Provider, Oracle, for the designated period.

This PCI Compliance Reporting SKU for SaaS at Customer Cloud Service is an add-on service for Oracle SaaS at Customer Cloud Service (Connected) Part B87889.

Additional Obligations and Assumptions. In addition to the obligations stated in Your order, you acknowledge that Oracle's ability to complete the PCI reporting of this SKU depends upon Your fulfillment of the following additional obligations plus the listed project assumptions

Your Obligations

- Obtain Cloud Services in conjunction with or prior to the commencement of PCI Compliance reporting under this Service Description and maintain such Cloud Services for the duration of the Term
- Cloud Service for PCI Compliance Reporting SKU need to be active for 90 days prior to the start of the next PCI audit period
- Purchase the PCI Compliance Reporting SKU for the desired period. For example, an annual report would need purchased with quantity of 3 to cover a three year term
- PCI Compliance reporting delivered by Oracle under this service description only represent Oracle controls for a Connected SaaS at Customer setup, the customer is responsible for compliance reporting on any control outside of Oracle's responsibility
- PCI Certification for all customer controls is the responsibility of the customer
- Use of PCI required functionality are authorized until full PCI certification is attained by customer's auditor

Assumptions

- A "Connected" SaaS at Customer setup
- Accepted standard SaaS Hosting and Delivery Policies, SaaS Pillar Document
- No exceptions to standard contractual terms that would impact standard audit reporting controls
- Customer will maintain their PCI responsibilities to maintain certification
- Customer must procure an environment identity solution that supports PCI-Compliant multifactor authentication for users
- AOC will encompass Applications / Software of Hosting Provider
- Any other Services not expressly identified herein are considered out of scope

You acknowledge that if Oracle's cost of providing PCI Compliance Reporting in this service description is increased because of your failure to meet the obligations 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.

Service Timing. The PCI Compliance Reporting SKU will have a distinct maintenance and reporting delivery calendar common to all customers who purchase the SKU.

Renewal. Renewal is required 90 days before the start of the next reporting period

PCI DSS AOC Control Objectives Covered

The annual Attestation of Compliance deliverable with this SKU to the customer will include

- Description of the Payment Card Business
- Listing of Locations
- Payment Applications
- Description of Environment
- Third Party Service Providers
- Summary of PCI DSS Requirements Tested
- Report on Compliance Summary
- PCI DSS Validation and Assessment by QSA

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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE ADDITIONAL TEST ENVIRONMENT FOR SAAS AT CUSTOMER CLOUD SERVICE
Applicable Part Number: B92153

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non- production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

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;](www.oracle.com/contracts) however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE DATAFOX

ORACLE DATAFOX CLOUD SERVICE-HOSTED NAMED USER

Applicable Part # B91215

Users of the Oracle Datafox Cloud Service are authorized to access the following module:

- Oracle Datafox Cloud Service

Usage Limits: The Oracle Datafox Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted Named Users as defined in Your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise stated on 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE DATAFOX FOR ELOQUA CLOUD SERVICE - HOSTED 10,000 RECORDS

Applicable Part # B91227

Users of Oracle DataFox for Eloqua Cloud Service are authorized to access the following module and features:

- Oracle DataFox for Eloqua Cloud Service

Usage Limits: Oracle DataFox for Eloqua Cloud Service is subject to the following usage limits:

- a maximum number of Hosted 10,000 Records as set forth in Your order.
- A maximum of 5 users to manage your account unless otherwise specified in your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise specified in Your order or in the Oracle SaaS Public Cloud Services Pillar Document

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.

ORACLE DATAFOX CONNECTOR CLOUD SERVICE FOR SALESFORCE-HOSTED NAMED USER

Applicable Part # B91217

Users of the Oracle Datafox Connector for Salesforce Cloud Service are authorized to access the following module:

- Oracle Datafox Connector for Salesforce Cloud Service

Usage Limits: The Oracle Datafox Connector for Salesforce Cloud Service is subject to usage limits based upon:

- A maximum number of authorized users (Hosted Named User) 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE DATAFOX API ENTERPRISE RECORDS CLOUD SERVICE-HOSTED 1,000 RECORDS

Applicable Part # B91218

Users of the Oracle Datafox API Enterprise Records Cloud Service are authorized to access the following module:

- Oracle Datafox API Enterprise Records Cloud Service

Usage Limits: The Oracle Datafox API Enterprise Records Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records as defined in Your order.
- A maximum of 5 new DataFox Request Conference Information submissions per month unless otherwise stated on 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

ORACLE DATAFOX ENTERPRISE RECORDS CLOUD SERVICE-HOSTED 1,000 RECORDS

Applicable Part # B91216

Users of the Oracle Datafox Enterprise Records Cloud Service are authorized to access the following module:

- Oracle Datafox Enterprise Records Cloud Service

Usage Limits: The Oracle Datafox Enterprise Records Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted 1,000 Records 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.