Oracle Fusion Service Descriptions

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GLOSSARY

1 Gigabyte Storage Capacity per year is defined, for the purposes of Commerce Cloud Service, as a one-year entitlement to an additional 1 Gigabyte (one billion bytes) of storage available for use by a single instance of the Commerce Cloud Service across all environments (production and non-production).

1 Order: is defined, for the purposes of Commerce Cloud Service, as an instruction initiated in Commerce Cloud Service to process, deliver or otherwise fulfill a request for any good or service. Commerce Cloud Orders are unaffected by downstream cancelations and returns.

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 Services 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 Pooled Sessions: is defined as 1000 Sessions per Services Period. A Session is a unique individual who accesses the service during a defined 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. Oracle will sum the sessions each calendar month and decrement that amount from the total session pool. For purposes of Digital Customer Service (DCS), the defined period is not to exceed 24 hours. For purposes of Commerce for CPQ, the defined period is not to exceed 30 minutes.

1,000 Sessions: is 1,000 Sessions where Session is defined as a unique individual who accesses the Oracle Digital Assistant (ODA) through a specific channel (such as Slack, Web Client, MS Team, etc.) and can have as many interactions with the ODA throught that channel until the user has closed the chat client or after the session has timed out (maximum value equals 24 hours).

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, skus, 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).

Activity Pooled Capacity: is defined as the maximum of one Activity in Oracle Field Service per Services Period. You can consume as many Pooled Activities as you need for each service month, but need to buy more Activities to fill your pool if you run out of capacity before the Services Period end date.

An Activity (e.g., work order, office visit, lunch break, warehouse visit, etc.) is scheduled on a contingent workers route within Oracle Field Service Cloud. An Activity may have a defined status (e.g., pending, started, completed, not done, suspended, cancelled, etc.) and may have a defined time of start and end. If an Activity requires several activities (e.g., there is pre-work before the actual work begins, work is performed in several places, work is performed over multiple days/segments, work is suspended and returned to at a future time, etc.), each such activity is unique and considered to be a separate Activity in Oracle Field Service Cloud with a unique "aid" (appointment id).

For the purpose of Oracle Field Service, an Activity is determined by each unique "aid" assigned to a contingent workers route where the users User Classification is "contingent". At the end of each month,

Oracle will look at the previous month's activity count and decrement that amount from the total pooled activities count.

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.

Billable Service Customer is defined as the total number of Your and Your Affiliates' individual utilities services that are billable to each of Your and Your Affiliates' customers . If You will bill multiple utility services to one customer, each service will count as a single billable service. If a customer will be billed for utility services at multiple locations (e.g., a chain store, an apartment building, or a municipality), each utility service for each such location shall count as a single billable service.

Examples of utilities customer Billable Service types include but are not limited to: electric, gas, water, and waste water.

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.

Compensated Participant: A compensated participant is defined as an active participant whose compensation or compensation calculations may be generated by the programs (even if zero dollars or non-monetary). The term Compensated Participant includes, but is not limited to, your employees, contractors, partners, retirees, and any other person or other entity (i.e. company).

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.

Student Aid Applicant (SAA): is defined as the quantity of individuals who have submitted an Institutional Student Information Record (ISIR) to your institution within the prior 365 days, inclusive of the date of measurement.

Student Aid Recipient (SAR): is defined as the quantity of your students who have received any form of Financial Aid (including grants, scholarships, loans, work-study, stipends) processed through the system within the prior 365 days, inclusive of the date of measurement.

Hosted Full Time Equivalent (FTE) Student:

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. For the purposes of Talent Review & Succession Management Cloud Service, Talent Review & Succession Management for Midsize Cloud Service, Fusion Talent Management for Coexistence Cloud Service, Workforce Compensation Cloud Service, Workforce Compensation for Midsize Cloud Service and Fusion Talent Management and Workforce Compensation Cloud Service, Hosted Named User is calculated on a 12-month rolling basis. The peak number of Hosted Named Users at any given time during each calendar month of the Services Period determines your compliance with this metric.

For the purpose of Oracle Field Service, authorized individuals are users directly configured in Oracle Field Service where the User Classification is "regular". The quantity of Hosted Named Users on the ordering document is the maximum number of Hosted Named Users.

Hosted Named Seat Month: For the purpose of Oracle Field Service, authorized individuals are users directly configured in Oracle Field Service with a User status that is "active" and where the User Classification is "regular" regardless of whether the individual is actively accessing the service at any given time during one service month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Document. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Services Period End Date. This is monitored retroactively. At the end of each service month, Oracle will look at the previous month's provisioned unique user count, find the maximum number used during the service month and decrement that amount from the total seat pool. You can consume as many seats as you need for each service month, but need to buy more seats to fill your pool if you run out of capacity before the Services Period end date.

Pooled 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 during one calendar month.

The Pooled Named Users are pooled for the Services Period stated on the Order Document. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Services Period End Date. This is monitored retroactively. At the end of each calendar month, Oracle will look at the previous month's provisioned unique user count, find the maximum number used during the calendar month and decrement that amount from the total User pool.

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 Account Enrichment and Contact Enrichment Cloud Service): For the purposes of the Oracle Account Enrichment Cloud Service, Oracle Contact Enrichment Cloud Service, Oracle Account Enrichment Additional Application Cloud Service and Oracle Contact Enrichment Additional Application 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 Accounts (aka 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 twelve (12) months of the first time the record is processed does not constitute a new Hosted Record for pricing purposes.

Hosted Record (for Oracle Address, Email and Phone Verification Cloud Service): For purposes of the Oracle Address, Email and Phone Verification Cloud Service, a Hosted Record is defined as database record in the Cloud Service that has (1) a collection of attributes or fields containing data such as street, city, country, etc. about a postal address; (2) a collection of attributes or fields containing data such as country code, area code, exchange and number etc about a phone number; (3) a collection of attributes or fields containing data about an email 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 against Loqate's worldwide reference data set; one phone or email for the purpose of verifying a phone number or an email address against Loqate's worldwide phone and email verification service. Each submission of an address constitutes a new Hosted Record for purposes of the order including pricing. Multiple submissions of a single address, email or phone 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, 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. 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.

For the purposes of Avalara Global Indirect Tax Cloud Service, a record is defined as a sale or purchase, quote or transfer document. Example documents include but are not limited to AP supplier invoices, AR customer invoices, purchase orders, purchase requisitions, prepayments, credit memos, debit memos, change orders, and/or sales orders. Avalara may process a document multiple times across its life cycle events; this is still counted as one record.

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. 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 Services 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.

Instance: is defined as a single deployment of an Oracle Cloud Service ordered by You.

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.

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.

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, Email and Phone Verification Cloud Service, Unlimited Annual Subscription shall mean unlimited access to the service for purposes of searching, verifying and cleaning addresses, emails and/or phone numbers against Loqate's worldwide address data packs and email and phone verification services for the duration of one year in the Services Term. The Unlimited Subscription is a yearly subscription and valid for one year of the Service 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.)

ORACLE GUIDED LEARNING

Oracle Guided Learning included with Cloud Services is only available until October 9th, 2025

Oracle Guided Learning is now included with the Cloud Services identified in the activation portal ("Eligible Cloud Services"). If available for the Eligible Cloud Services you have ordered, Oracle Guided Learning includes standard step-action user guides (or "Base Flows") from Oracle's Base Flow library applicable to, and for use only with the Eligible Cloud Services. Oracle will provide Base Flows for commonly used tasks (as determined by Oracle), Oracle will maintain and update these Base Flows as required for new and generally available releases of the Eligible Cloud Services during the Services Period specified in Your order.

Your users may only use up to 15 Base Flows at any one time across all the Eligible Cloud Services you have ordered. You may activate more Base Flows and other features and functions by executing a separate order with Oracle for the applicable Oracle Guided Learning Premium Cloud Service.

You acknowledge that Oracle's ability to deliver Oracle Guided Learning depends upon Your fulfillment of the following:

- Activate Oracle Guided Learning by completing the requested information at https://www.oracle.com/education/contact-form.html. The required information includes but is not limited to the following: customer name, customer contact name, customer contact email, CSI number and fusion production URL.
- Configure the Eligible Cloud Services to allow for viewing of Base Flows. Oracle will provide instructions on the proper configuration.

Disclaimer: Notwithstanding anything to the contrary in Your agreement and/or Service Specifications, You acknowledge and agree that no service level agreements (including, those pertaining to Target Service Availability Level, or Target Service Uptime commitments) apply to the Oracle Guided Learning Cloud Service.

Service Access Policies

Your use of Oracle Guided Learning is subject to the Oracle Cloud Hosting and Delivery Policies and the Cloud Services Pillar document that applies to the Target Cloud Service (except as noted above), which may be viewed at https://www.oracle.com/contracts. Notwithstanding anything to the contrary set forth in the agreement referenced in Your order, the Oracle Data Processing Agreement for Oracle Services does not apply to Oracle Guided Learning Cloud Services, as such Cloud Services only allow You to input certain personal information, such as employee names and business contact details, for which Oracle serves as a data controller and not a data processor.

You agree that Oracle may collect and use Your personal information in connection with Your registration for, and Oracle's provision of, the Oracle Guided Learning Cloud Services. You also agree that Oracle may collect and use the personal information You have entered into the command prompt when using the Oracle Guided Learning Cloud Services, for security and fraud prevention purposes. With respect to such personal information, Oracle will abide by the Oracle Privacy Policy, a current version of which is set forth at https://www.oracle.com/legal/privacy/privacy-policy.html.

The Oracle Privacy Policy is subject to change at Oracle's discretion; however, Oracle changes to the Oracle Privacy Policy will not materially reduce the level of protection provided to such personal information under Your agreement with Oracle. If You are registering for certain Oracle University products and services on behalf of Your users, You agree to provide all relevant notices to and obtain any consents from those users required to share the information with Oracle and such notices and consents must sufficiently inform Your users of the aforementioned purposes for which personal information is collected.

You agree that Oracle may engage Oracle affiliates and third party subcontractors to assist in delivering the products and services.

ORACLE FUSION SUITE BASES

Oracle Fusion Suite Professional Cloud Service - Hosted Named User
Applicable Part # B108674

Users of the Oracle Fusion Suite Professional Cloud Service are authorized to access the following:

ENTERPRISE RESOURCE PLANNING

- Financials
- Self Service Financials
- Risk Management
- Project Management
- Self Service Project Management

SUPPLY CHAIN MANAGEMENT

Planning

- Supply Planning
- Planning Central
- Demand Management
- Sales & Operations Planning
- Supply Chain Collaboration

Procurement

- Purchasing
- Procurement Contracts
- Procurement Self-Service
- Enterprise Contracts Management Base
- Sourcing
- Supplier Portal
- Supplier Qualification Management

Order Management

- Order Management
- Global Order Promising
- Pricing
- Configurator

- Enterprise Contracts
- Channel Revenue

Product Management

- Innovation Management
- Innovation Management Ideation
- Product Development
- Product Hub
- Product Hub Portal
- Quality Management
- Configurator Modeling

Supply Chain Execution

- Manufacturing
- Maintenance
- Inventory Management

ENTERPRISE PERFORMANCE MANAGEMENT FOR FUSION SUITE

Available Business Processes:
- Account Reconciliation
- Financial Consolidation and Close
- FreeForm
- Narrative Reporting
- Planning
- Profitability and Cost Management
- Tax Reporting

SALES AND SERVICE

Sales

- Sales Force Automation
- Sales Performance Management
- Partner Relationship Management for Channel Managers

Service

- Service Center
- Knowledge Management
- Field Service

PLATFORM SERVICES

- Transactional Business Intelligence Cloud Service
- Visual Builder
- Applications Extensibility Framework
- Customer Data Management for Sales and Service Records Only
- Conversational user interface functionality

Usage Limits:

The Oracle Fusion Suite Professional Cloud Service - Hosted Named User is subject to usage limits based upon:

- A maximum number of authorized users (Hosted Named Users) as set forth in Your order. For the avoidance of doubt, this applies to the aggregate of all services described herein including Enterprise Performance Management for Fusion Suite services.
- Oracle Fusion: Oracle will provision two (2) environments for this Oracle Cloud Enterprise application. 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 Enterprise Performance Management for Fusion Suite:
  - o Oracle will provision two (2) environments for any combination of six (6) of the seven (7) Business Processes listed above. One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non-production use.
  - o Is not compatible with the following Fusion Optional Services:
    - Oracle Additional Test Environment for Oracle Fusion Cloud Service
    - Oracle Integration Access Cloud Service
    - Oracle Break Glass for Fusion Cloud Service
    - Oracle Fusion for Financial Services Cloud Service
    - Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
    - Oracle PCI Compliance Cloud Service
    - Oracle Additional Storage for Oracle Fusion Cloud Service
- Oracle Fusion Field Service for Fusion Suite:
  - o Is not available in the following Data Centers:
    - UKGOV
    - USGOV
    - USDoD
    - SaaS@Customer

- Visual Builder Cloud Service and Visual Builder Studio (VB) may be used to extend commercial Oracle Fusion Suite applications. This includes creating user interface applications that connect to the commercial Oracle Fusion Suite applications and using VB with extensions added to commercial Oracle Fusion Suite created through Application Composer.
- 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 abilities requires Your purchase of Oracle Digital Assistant Platform.
- Sales Performance Management: A full and separate license is required for functions associated with Incentive Compensation.
- The following usage limits apply per Hosted Named User:

LICENSED METRIC	DATABASE STORAGE (GB)
Hosted Named User	2 GB

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 Suite Employee Cloud Service - Hosted Employee
Applicable Part # B108675

Users of the Oracle Fusion Suite Employee Cloud Service are authorized to access the following modules or functionalities:

HUMAN CAPITAL MANAGEMENT

Human Capital Management

- Global Human Resources
- AI-Based Dynamic Skills (where applicable)
- Absence Management
- Benefits
- Global Payroll Interface
- Work Life Solutions

- Workforce Directory Management
- Workforce Modeling
- Advanced Human Capital Management Controls
- HCM Communicate
- Workforce Compensation
- Workforce Health and Safety Incidents

Human Resource Help Desk

For internal help desk purposes:

- Service Requests
- Activity Management
- Knowledge Management

ENTERPRISE RESOURCE PLANNING

Enterprise Resource Planning for Self Service

Self Service Financials

- Financials Reporting View Access
- Approval for Financials transactions and workflows
- Financials Transactions
  - Expenses
  - Bill Management

Self Service Project Management

- Project Management Reporting View Access
- Approval for Project Management transactions and workflows
- Project Management Transactions
  - Task Management
  - Resource Management

SUPPLY CHAIN MANAGEMENT

Procurement for Self Service

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

SALES AND SERVICE

Sales and Service Limited User

- Allows authorized employees limited use of Sales and Service as follows:
    - View accounts, contacts, leads, and opportunities.
    - Create and modify reports and analytics.
    - Update, create, and manage service requests.
    - Create, update, and delete notes, tasks and activities for the Activity object.

PLATFORM SERVICES

- Transactional Business Intelligence Cloud Service
- Journeys
- Visual Builder
- Applications Extensibility Framework
- Conversational user interface functionality

Usage Limits:

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

- A maximum number of authorized users (Hosted Employee) as set forth in Your order.

- Oracle Fusion: Oracle will provision two (2) environments for this Oracle Cloud Enterprise Applications. 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.

- Conversational user interface: 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 abilities requires Your purchase of Oracle Digital Assistant Platform.

- Human Resource Help Desk:
    - Capture, assign and update Service Requests and Cases for employees
    - Track activities (tasks, appointments) related to internal Human Resource Help Desk Service Requests for Oracle Fusion HCM, ERP, SCM, Sales or Service purposes
    - Knowledge Management for internal employee Help Desk purposes
    - Capability to integrate with Human Resource Help Desk Service Requests and/or internal Help Desk Service Requests using public APIs and file based import/export

- Enterprise Resource Planning for Self Service:
    - Does not include
        - Time and Labor: Capture, maintain, and approve project-related time entries
        - A full and separate license is required for functions associated with Time and Labor.

- Visual Builder Cloud Service and Visual Builder Studio (VB) may be used to extend commercial Oracle Fusion Suite applications. This includes creating user interface applications that connect to the commercial Oracle Fusion Suite applications and using VB with extensions added to commercial Oracle Fusion Suite created through Application Composer.

- The following usage limits apply per Hosted Employee:

LICENSED METRIC	DATABASE STORAGE (GB)
Hosted Employee	2 GB

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 SUITE PROFESSIONAL USER – OPTION SKUS

Users of Oracle Fusion Suite Professional Cloud Service can add the following options:

Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service - Hosted Environment
Applicable Part # B108677

This Cloud Service entitles the customer to use any one of the following:

Available Business Processes:

- Account Reconciliation
- Financial Consolidation and Close
- FreeForm
- Narrative Reporting
- Planning
- Profitability and Cost Management
- Tax Reporting

<u>Usage Limits:</u>

Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service - Hosted Environment is subject to usage limits based upon:

- A maximum number of authorized users (Hosted Named User) as purchased with Oracle Fusion Suite Professional Cloud Service. For the avoidance of doubt, this service does not entitle You to any additional authorized users beyond those provided in Your base Oracle Fusion Suite Professional Cloud Service.
- Oracle will provision two (2) environments for this Oracle Cloud Service for use with any one of the seven (7) Business Processes listed above.
  - o One environment will be dedicated for production use and the second environment will be dedicated as a stage environment for non- production use.
  - o You must order and have provisioned subscriptions for additional environments / Business Processes of this Oracle Cloud Service.
- Each Oracle Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service must be associated to a new or existing Oracle Cloud ordering document for Oracle Fusion Suite Professional Cloud Service.
- Additional Application for Oracle Enterprise Performance Management for Fusion Suite Cloud Service is not compatible with the following Fusion Optional Services:
  - o Oracle Additional Test Environment for Oracle Fusion Cloud Service
  - o Oracle Integration Access Cloud Service

- o Oracle Database Vault and Break Glass for Fusion Cloud Service
- o Oracle Fusion for Financial Services Cloud Service
- o Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud
- o Oracle PCI Compliance 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; however, this Oracle Cloud Service does not scan uploaded files for viruses.

Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service - Hosted Named User
Applicable part # B108685

The Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service provides access to the following features:

- Oracle Fusion Permitting and Licensing for Fusion Suite Cloud Service contains 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.
- Oracle Fusion Permitting and Licensing also 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.
- Customers can implement process definitions and fee schedules. A full and separate license is required for any functions not associated with Oracle Permitting and Licensing.
- 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 Permitting and Licensing for Fusion Suite Cloud Service - Hosted Named User is subject to usage limits:

- A maximum number of authorized users (Hosted Named User) as defined in Your order.
- Oracle will provision two (2) environments of this Oracle Cloud application. One environment will be dedicated for production use and the second environment will be dedicated as a

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

Oracle Fusion Student Management for Fusion Suite Cloud Service – Hosted FTE Student Cloud Service - Hosted FTE

Applicable Part # B108688

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

- Oracle Fusion Campus Community
- Oracle Fusion Student Financials
- Oracle Fusion Student Records

<u>Usage Limits:</u>

Oracle Fusion Student Management for Fusion Suite Cloud Service – Hosted FTE Student 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 two (2) environments for this Oracle Cloud Service. One environment will be dedicated for production use and the second environment (amongst the modules included in this Cloud Service) 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 may be viewed at www.oracle.com/contracts.

Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service - Compensated Participant
Applicable Part # B108678

Users of the Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service are authorized to access the following modules:

- Oracle Fusion Incentive Compensation
- Applications Extensibility Framework
- Compensation Dispute Logging

Usage Limits:

Oracle Fusion Incentive Compensation for Fusion Suite Cloud Service – Compensated Participant is subject to usage limits based on:

- A maximum number of authorized users (Compensated Participant) as defined in Your order.
- Limited use of Applications Extensibility Framework solely to extend Incentive Compensation and calculate commissions.
- Limited use of Service Request Management solely to log disputes.
- Oracle will provision two (2) environments for this Oracle Cloud application. 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 may be viewed at www.oracle.com/contracts.

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service - 1,000 Subscriptions
Applicable Part # B108679

Users of the Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service are authorized to access the following modules:

- Subscriptions Management Administration Console
- Subscriptions Management Platform

Usage Limits:

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 Subscriptions 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 Subscriptions Management Administration Console. Oracle may provision additional users upon Your request and subject to Oracle's approval.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment will be dedicated for production use and a 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 may be viewed at www.oracle.com/contracts.

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service - 1,000 in ARR
Applicable Part # B108680

Users of the Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service are authorized to access the following modules:

- Subscriptions Management Administration Console
- Subscriptions Management Platform

Usage Limits:

Oracle Fusion Subscriptions Management for Fusion Suite Cloud Service – 1,000 in ARR 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 Fusion Subscriptions Management Administration Console. Oracle may provision additional Users upon Your request and subject to Oracle's approval.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment will be dedicated for production use and a 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 may be viewed at www.oracle.com/contracts.

Oracle Customer Experience for Utilities - Fusion Agent Service for Fusion Suite Cloud Service - Billable Service Customer
Applicable Part # B108683

Users of the Oracle Customer Experience for Utilities – Fusion Agent Service for Fusion Suite Cloud Service are authorized to access the following modules:

- Oracle Utilities Agent Service
- Service Center
- Knowledge Management
- Customer Data Management: Customer Hub, Accounts, Contacts, Households, Data Quality

Usage Limits:

Oracle Customer Experience for Utilities – Fusion Agent Service for Fusion Suite Cloud Service – Billable Service Customer is subject to usage limits based upon:

- A maximum number of Billable Service Customers per month as defined in Your order.
- Absolute Limit of 7,500,000 API Operations (defined below) per day/site (regardless of the number of authorized users purchased). API Operations are defined as service transactions and service communication channels.
- Oracle will provision two (2) environments for this Oracle Cloud Enterprise application. One environment will be dedicated for production use and a second environment will be dedicated for nonproduction 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 Utilities - Fusion Sales for Fusion Suite Cloud Service - Hosted Named User
Applicable Part # B108684

Users of the Oracle Customer Experience for Utilities – Fusion Sales for Fusion Suite Cloud Service are authorized to access the following modules:

- Sales Force Automation
- Sales Performance Management
- Sales Intelligence
- Customer Data Management, Customer Hub, Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers
- Service Request Management, Knowledge Management
- Integration Suite APIs to Oracle CIS for Utility customers using Oracle CIS
- Conversational user interface functionality.

Usage Limits:

Oracle Customer Experience for Utilities – Fusion Sales for Fusion Suite Cloud Service – Hosted Named User is subject to usage limits based upon:

- A maximum number of authorized users (Hosted Named User) as defined in Your order.
- 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 abilities requires the purchase of Oracle Digital Assistant Platform.
- Sales Performance Management: A full and separate license is required for functions associated with Incentive Compensation.

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 BASES

Oracle Fusion Sales Enterprise Cloud Service- Hosted Named User
Applicable Part # B95942

Users of the Oracle Fusion Sales Enterprise 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
  - Product Catalog
  - Sales Coach & Assessments
  - Pipeline Forecasting
  - Sales Analytics
  - Asset Management
  - Business Plans
- Sales Performance Management
  - Territory Management
  - Quota Management
- Sales Orchestration
- Customer Data Management
  - Customer Hub
  - Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers;
- Service
  - Service Request Management
  - Knowledge Management – Read Only
- Platform
  - Visual Builder
  - 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.

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

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Excepting Fusion Sales applications running in the US or UK Government environments, Visual Builder may be used to extend commercial template apps included with Partner Relationship Management. This covers creating user interface applications that connect to the commercial Fusion Sales solution and using Visual Builder with extensions added to commercial Fusion Sales created through Application Composer.

- Oracle will provision 2 environments for this Oracle Fusion Sales 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	1000	N/A

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

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 Premium Cloud Service - Hosted Named User
Applicable Part # B95943

Users of the Oracle Fusion Sales Premium 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
  - Product Catalog
  - Sales Coach & Assessments
  - Pipeline Forecasting
  - Sales Analytics
  - Asset Management
  - Business Plans
- Sales Performance Management
  - Territory Management
  - Quota Management
- Sales Orchestration and Intelligence
- Customer Data Management
  - Customer Hub
  - Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers;
- Service
  - Service Request Management

- - - Knowledge Management – Read Only
  - Platform:
    - Visual Builder
    - 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.

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

- A maximum number of Authorized Users (Hosted Named User)
- Excepting Fusion Sales applications running in the US or UK Government environments, Visual Builder may be used to extend commercial template apps included with Partner Relationship Management. This covers creating user interface applications that connect to the commercial Fusion Sales solution and using Visual Builder with extensions added to commercial Fusion Sales created through Application Composer.
- Oracle will provision 2 environments for this Oracle Sales 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	1000	N/A

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

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 Incentive Compensation Cloud Service- Compensated Participant
Applicable Part # B96471
Users of the Oracle Fusion Incentive Compensation Cloud Service are authorized to access the following modules:

- Oracle Fusion Incentive Compensation
- Applications Extensibility Framework

- Dispute Logging SR (CRUD)
- Transparent Data Encryption

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

- a maximum number of Authorized Users (Compensated Participant) as defined in your order
- limited use of Applications Extensibility Framework solely to extend Incentive Compensation and calculate commissions
- limited use of Service Request Management solely to log disputes
- 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 Compensated Participant) :

Licensed Metric	Database Storage (Records*)	File Storage (MB)	Bandwidth
Compensated Participant) (1 Authorized User)	1,000,000	N/A	N/A

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

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 Service Enterprise Cloud Service- Pooled Named User
Applicable Part # B95945

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

- Service
    - Service Request and Queue Management
    - Case Management
    - Omni Channel Routing
    - Service Entitlement & SLA Milestones
    - Email Management for Service
    - Knowledge Management

- o Internal Help Desk for Employees (non HR)
- o Chat for Agents
- Customer Data Management
  - o Customer Hub
  - o Accounts, Contacts, Households
- Platform
  - o Visual Builder
  - o Applications Extensibility Framework
  - o Transparent Data Encryption

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

- A maximum number of Authorized Users (Pooled Named User) as defined in your order
- Excepting Fusion Service applications running in the US or UK Government environments, Visual Builder Cloud Service may be used to extend commercial template apps included with Oracle Digital Customer Service. This covers creating user interface applications that connect to the commercial Fusion Service solution and using Visual Builder Cloud Service with extensions added to commercial Fusion Service created through Application Composer.
- Oracle will provision 2 environments for this Oracle Fusion 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 Pooled Named User:

Licensed Metric	Database Storage (Records)*	File Storage (MB)	Bandwidth
Pooled Named User (1 Authorized User)	180,000	1000	N/A

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

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 Field Service Cloud Service – Pooled Named User
Applicable Part B110413

Oracle Fusion Field Service Cloud Service provides access to the following modules or functions:

- Mobile worker enablement via native mobile applications with offline capabilities

- Mobile worker management

- Booking and optimization based on machine learning

- Where's My Technician

Usage Limits

The following usage limits are allocated per production and non-production instance:

- A maximum number of authorized users as set forth in Your order

- Oracle Fusion: Oracle will provision two (2) environments for this Oracle Cloud Enterprise Applications. 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 Digital Assistant - 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.

Oracle Cloud Policies:

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

ORACLE SALES AND SERVICE OPTIONS

Oracle Fusion Sales Intelligence Cloud Service – Hosted Named User
Applicable SKUs: B95944

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

- Sales Intelligence
- Transparent Data Encryption

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

- A maximum number of the applicable metric as defined in Your order.

Adaptive Intelligence 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 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:
  o Read reports
  o Create Service Requests
  o Create notes, comments and activities (tasks, appointments and call reports) and add attachments to them
  o 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.

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 allows external partner users to access Sales and PRM data. External partner users can sign into Your Oracle Fusion Sales and PRM application to manage Sales and PRM objects.
- 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.
  o Authorized Users of Oracle Fusion Partner Relationship Management for Partners and Incentive Compensation for Partners are limited to external partner users and cannot be Your internal employees. An external partner is defined as a partner contact with an active user account.

- 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).

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 – 1,000 Pooled Sessions
Applicable Part # New B96469

Oracle Fusion Digital Customer Service Cloud Service provides access to the following modules or functions:

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

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

- A maximum number of Pooled Sessions per Services Period (starting on the first day of the Services Period, as defined in Your order)

- Digital Customer Service (DCS); DCS is intended to serve end-customers, and the Pooled Sessions metric is intended to capture that value. Implementation and use patterns that fall outside of this scope may be disallowed. You must not target a DCS application to users other than Your end-customers. You will also not attempt to circumvent Pooled Sessions 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; 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 Pooled Sessions.
- DCS; DCS relies on Visual Builder and Oracle Fusion 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.
- Environments; 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 You purchase additional service environments, the same quantity of Oracle Fusion Digital Cloud Service environments will be provisioned so that the services map 1:1.

Usage Limits: Visual Builder is subject to limits:

- 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 Pooled Sessions. Specifically, access to Visual Builder is included, with an included allocation of a Visual Builder instance. Use of Visual Builder is not required; You may create a custom portal by accessing the service APIs directly.
- Pooled Sessions do not include an entitlement to: (1) create Visual Builder applications targeted to employees or staff, (2) create Visual Builder applications that have no end-customer support application interactions, or (3) run Visual Builder applications that consume more than the allotted storage, compute, or bandwidth (if You exceed Your contracted limits, Oracle reserves the right to disable the service or charge and 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 You purchase additional service environments, the same quantity of Oracle Visual Builder environments will be provisioned so that the services map 1:1.

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

- the usage of Pooled Sessions for all interactions through Digital Customer Service, Visual Builder and Oracle 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 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.
    - Six (6) concurrent API requests
    - One thousand (1,000) active deployments
    - 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 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 Intelligent Advisor for United States Government Cloud Service - Each
Applicable SKUs: B96472

Available in United States Only

The Oracle Intelligent Advisor for United States 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.

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

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations.

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 for United States Department of Defense Cloud Service - Each
Applicable SKUs: B96473

Available in United States Only

Oracle Intelligent Advisor for United States Department of Defense Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Department of Defense Enterprise Cloud Service Broker (ECSB) Cloud Security Model Impact Level 4 SaaS baseline. The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to the Risk Management Framework as defined by 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.

ATO support from a U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP and ECSB Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP and ECSB requirements and good practices for managing and structuring FedRAMP and ECSB authorization documentation packages.

Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP and ECSB authorization results. Oracle reserves the right to manage the cloud service as appropriate to meet FedRAMP and ECSB requirements.

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

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations.

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 for United Kingdom Government Cloud Service - Each
Applicable SKUs: B96474

Available in United Kingdom Only

For this Oracle Intelligent Advisor 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 a minimum of 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 where required by Oracle.

The Oracle Intelligent Advisor 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 endeavour to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes optional hosting by Oracle of a Verisign certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations.

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 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.

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, Email and Phone Verification Cloud Service Unlimited Annual Subscription – Hosted Month
Applicable Part #: B79035

Users of the Oracle Address, Email and Phone 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
- Obtain verification status for phone numbers
- Obtain domain and account verification status for emails addresses. Note: account verification is conditional on the capabilities of the target domain mail 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 Address, Email and Phone Cloud Verification Service Per Verification – Hosted Record
Applicable Part #: B79034

Users of the Oracle Address, Email and Phone 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
- Obtain verification status for phone numbers
- Obtain domain and account verification status for emails addresses. Note: account verification is conditional on the capabilities of the target domain mail 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 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 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 Services 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 Test Environment For Oracle Intelligent Advisor Cloud Service - Test Environment
Applicable Part #: B93303
An Oracle Additional Test Environment for Intelligent Advisor provides for the hosting and maintenance of an additional Intelligent Advisor 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. An additional Intelligent Advisor Test environment is subject to no more than 10,000 interactions per month. Certain programs and optional services may not be able to run in the Additional Test Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months. Additional Test Environments will automatically terminate at the end of the Services 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 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
- Transparent Data Encryption

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
- Transparent Data Encryption

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.

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 one additional Test Environment for either CX4C Launch or CX4C Care, 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 Services 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 CUSTOMER EXPERIENCE FOR UTILITIES

Oracle Customer Experience for Utilities – Fusion Agent Service Cloud Service – Billable Service Customer

Applicable Part # B95373

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

- Oracle Utilities Agent Service
- Service Request Management, Knowledge Management, Service Request Queue Management, Chat, Email Management for Service, Omni Channel Routing, Service Entitlement & SLA Milestones,
- Customer Data Management: Customer Hub, Accounts, Contacts, Households, Data Quality
- Visual Builder for Oracle Utilities Service Extensions
- Transparent Data Encryption

**Usage Limits:** Oracle Customer Experience for Utilties – Fusion Agent Service Cloud Service – Billable Service Customer is subject to usage limits based upon:

- A maximum number of Billable Service Customers per month as defined in your order.

- Limited use of Oracle Service Cloud capabilities only for the line of business identified in Your order.

- Visual Builder Cloud Service (VB) may be used to extend Fusion Agent Service Cloud Service. This covers extending user interface applications that connect to the Customers Experience for Utilities Advanced Customer Care solution and using VB with extensions. Creating applications that connect to systems outside of Customers Experience for Utilities Advanced Service application requires an separate Visual Buider license.

- 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.

- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the 1 environments are dedicated for non-production use. Additional environments may be purchased subject to additional fees.

- The maximum number of records that may be uploaded and stored within your Fusion environment is forty five (45) times the total number of Billable Service Customers purchased by You under Your ordering document**.   A Record** is defined as is an active Account/Organization, Contact/Person*, Opportunity, Lead, Activity, Custom Object [top level], Resource. Note: active Account/Organization would include Partner, Competitor, etc. Contact/Person would include Partner Contacts.

* Excluded from the definition of Person are Persons containing only any/all of the HR_EMPLOYEE,

VIRTUAL_ASSISTANT, HR_CONTINGENT_WORKER, and HR_NON_WORKER party usages.

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 Utilities – Fusion Sales Cloud Service – Hosted Named User

Applicable Part # B98206

Users of the Oracle Customer Experience for Utilities – Fusion Sales 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, Asset Management
- Sales Performance Management, Territory Management, Quota Management
- Sales Orchestration
- Sales Intelligence
- Customer Data Management, Customer Hub, Accounts, Contacts, Households
- Partner Relationship Management for Channel Managers
- Service Request Management, Knowledge Management
- Access to and ability to deploy conversational user interface functionality. Ability to perform limited configuration and extension to the delivered skills--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.
- Integration Suite APIs to Oracle CIS for Utility customers using Oracle CIS
- Transparent Data Encryption

<u>Usage Limits:</u> Oracle Customer Experience for Utilities – Fusion Sales Cloud Service – Hosted Named User is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Visual Builder Cloud (VB) 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 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 maximum number of records that may be uploaded and stored within your Fusion environment is 180,000 times the total number of Hosted Named Users purchased by

You under Your ordering document**.** A **record** is defined as an active Account/Organization, Contact/Person*, Opportunity, Lead, Activity, Custom Object [top level], Resource. Note: active Account/Organization would include Partner, Competitor, etc. Contact/Person would include Partner Contacts.

* Excluded from the definition of Person are Persons containing only any/all of the HR_EMPLOYEE, VIRTUAL_ASSISTANT, HR_CONTINGENT_WORKER, and HR_NON_WORKER party usages.

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 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 AI-Based Dynamic Skills (where applicable)
- Oracle Fusion Journeys including Onboarding
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Modeling and Predictions
- Oracle Fusion Global Payroll Interface
- Oracle Transactional Business Intelligence
- Oracle Fusion 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.

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

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.

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 for internal Help Desk purposes:
- Capture, assign and update Service Requests and Cases for employees
- Track activities (tasks, appointments) related to Internal Help Desk Service Requests for Fusion HCM, Fusion ERP, Fusion SCM, Fusion Sales or Fusion Service purposes
- Oracle Knowledge Management for internal employee Help Desk purposes
- Capability to integrate with Human Resource Help Desk Service Requests and/or Internal 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.

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.

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 Booster Cloud Service – Hosted Employee
Applicable Part # B95763

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

- Oracle Fusion Recruiting Booster Cloud Service
- Transparent Data Encryption

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

- The maximum number of Authorized Users (Hosted Employee) as defined in Your order
- The number of environments for this Oracle 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. You may purchase additional environments for 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.

This Oracle Cloud Service may include a resume parsing capability based on services provided by a third-party vendor. Your use of this functionality is optional, and requires Your explicit activation. The vendor may not have or maintain FedRAMP or other such certifications consistent with Oracle services. By activating and using this third party service, You acknowledge that (a) Oracle is not responsible for such certifications, (b) this third party service meets Your requirements and (c) Your data may be processed by the third-party vendor.

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 Compensated Individual
Applicable Part # B110323

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

- Payroll Cloud Service for Canada
- Oracle Fusion Cash Management (restricted-use)

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

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Compensated Individual
Applicable Part # B110327

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

- Payroll Cloud Service for China
- Oracle Fusion Cash Management (restricted-use)

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

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 France – Hosted Compensated Individual
Applicable Part # B109618

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

- Payroll Cloud Service for France
- Oracle Fusion Cash Management (restricted-use)

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

- Maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Gulf Cooperation Council (GCC) -Hosted Compensated Individual
Applicable Part # B110326

Users of the Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) are authorized to access the following modules:

- Oracle Fusion Payroll for Bahrain
- Oracle Fusion Payroll for Kuwait
- Oracle Fusion Payroll for Oman
- Oracle Fusion Payroll for Qatar
- Oracle Fusion Payroll for Saudi Arabia
- Oracle Fusion Payroll for United Arab Emirates
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Fusion Payroll Cloud Service for Gulf Cooperation Council (GCC) is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Ireland – Hosted Compensated Individual
Applicable Part # B109619

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

- Payroll Cloud Service for Ireland
- Oracle Fusion Cash Management (restricted-use)

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

- Maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 India-Hosted Compensated Individual
Applicable Part # B110328

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

- Payroll Cloud Service for India
- Oracle Fusion Cash Management (restricted-use)

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

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Compensated Individual
Applicable Part # B110324

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

modules:

- Payroll Cloud Service for Mexico
- Oracle Fusion Cash Management (restricted-use)

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

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Compensated Individual
Applicable Part # **B110325**

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

- Payroll Cloud Service for United Kingdom
- Oracle Fusion Cash Management (restricted-use)

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 Compensated Individual) 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.

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 Compensated Individual
Applicable Part # B110322

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

- Payroll Cloud Service for the United States
- Oracle Fusion Cash Management (restricted-use)

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

- a maximum number of Authorized Users (Hosted Compensated Individual) 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.

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 Core Cloud Service – Hosted Compensated Individual
Applicable Part # B110329

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

- Oracle Fusion Payroll Core

The Payroll Core Cloud Service is limited to processing payroll for Your Hosted Compensated Individuals in locations specified on Your order. You may not access or use the Oracle Fusion Payroll Core Cloud Service to process payroll for Your Hosted Compensated Individuals in any other location.

You shall be solely responsible for maintaining and adjusting all configurations as needed, including, but not limited to, any withholding rates and rules and statutory deductions and for complying with all applicable local laws and regulations affecting Your use of the Oracle Fusion Payroll Core Cloud Service.

If Your order specifies a partner to assist with configurations to comply with local requirements, You agree to maintain the services of this partner (or such other qualified partner as approved by Oracle) during the Service Term.

Oracle shall not be liable to You or any third party if the Oracle Fusion Payroll Core Cloud Service does not support or accommodate any specific local payroll related laws or regulations.

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

- Maximum number of Authorized Users (Hosted Compensated Individuals) 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.
- Maximum of 5 person records for each Hosted Compensated Individual subscribed.

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 Compensation Cloud Service - Hosted Compensated Individual
Applicable Part #B109620

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

- Oracle Fusion Workforce Compensation Cloud Service
- Transparent Data Encryption

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

- Maximum number of Authorized Users (Hosted Compensated Individual) 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.

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.

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 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
- Oracle Fusion Grow
- 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

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

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 Cloud Service - Hosted Named User
Applicable Part # B94925

Users of Oracle Fusion Talent Management 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 Planning Cloud Service
- Oracle Fusion Career Development Cloud Service
- **Transparent Data Encryption**

Usage Limits: The Oracle Fusion Talent Management 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 (1 Authorized User)	5	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 Fusion HCM Communicate Cloud Service – Hosted Employee

Applicable Part # B95499

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

- Oracle Fusion HCM Communicate Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion HCM Communicate 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.

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 Learning Connect Cloud Service – Hosted Named User

Applicable Part # B95657

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

- Oracle Fusion Learning Connect Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Learning Connect 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.

Fusion Learning Connect Cloud Service requires Fusion Learning Cloud Service (B85242). The subscribed quantities of these products must match.

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 Touchpoints Cloud Service – Hosted Named User

Applicable Part # B95573

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

- Oracle Fusion Touchpoints Cloud Service
- Oracle Fusion Celebrate Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Touchpoints 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.

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 Scheduling Cloud Service – Hosted Named User

Applicable Part # B98207

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

- Oracle Fusion Workforce Scheduling Cloud Service

Usage Limits: The Oracle Fusion Workforce Scheduling 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.

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 Workforce Labor Optimization Cloud Service - Hosted Managed Resource

Applicable Part # B107959

Users of the Fusion Workforce Labor Optimization Cloud Service are authorized to access the following modules or functionalities:

- Fusion Workforce Labor Optimization Cloud Service

Usage Limits: The Fusion Workforce Labor Optimization 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.

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 Oracle Fusion Document Recognition Cloud Service - Hosted 1,000 Records (B73948 or B99686)
- Joint Venture Management
- Lease Accounting
- Fusion Transactional Business Intelligence Cloud Service
- 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.
- Transparent Data Encryption

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.

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:

- Self Service ERP Reporting Access

  o View Access to reports generated from: Oracle Transactional Business Intelligence, Business Intelligence Publisher, Financial Reporting Web Studio

    ▪ View access to corresponding transaction and inquiry screens via natively supported drill-down paths from above report types

  o Report retrieval via distribution channels including Financial Reporting Center, email and Digital Assistant

- Self Service Approval for ERP transactions and workflows

  o View access to corresponding transactions and workflows via natively supported drill-down paths from email and worklist approvals

- Self Service ERP Transactions:

  o Expenses: Expense entry and approval.

  o Bill Management: Invoice view, Invoice print, make payment, dispute transaction

  o Time and Labor: Capture, maintain, and approve project related time entries.

  o Task Management: View project plan, create tasks, track progress, manage deliverables, issues and change orders

  o Resource Management: Maintain skills and qualifications, and areas of expertise, view project assignment schedules, maintain non available time

- 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.

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.

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.

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.

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.

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.

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 Document Recognition Cloud Service-Hosted 1,000 Records

Applicable Part # B99686

Formerly known as Oracle Fusion WebCenter Forms Recognition Cloud Service – Hosted 1,000 Records

Oracle Fusion Document Recognition Cloud Service – Hosted 1,000 Records includes:

- Document creation using document recognition technology appropriate to your Fusion Cloud environment for:
  - o Payables Invoices
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Document 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.

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 Avalara Global Indirect Tax Cloud Service - Hosted 1,000 Records
Applicable Part # B110330

Users of the Oracle Avalara Global Indirect Tax Cloud Service are authorized to access the following modules:

- Oracle Avalara Global Indirect Tax

Usage Limits: The Oracle Avalara Global Indirect Tax 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 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.

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 Avalara North America Tax Returns Cloud Service - Hosted Tax Returns
Applicable Part # B110331

Users of the Oracle Avalara North America Tax Returns Cloud Service are authorized to access the following modules:

- Oracle Avalara North America Tax Returns

Country restrictions: The Oracle Avalara North America Tax Returns Cloud Service is subject to usage restrictions:

- Limited to tax returns filed in the United States of America and Canada

Usage Limits: The Oracle Avalara North America Tax Returns Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Records (Hosted Tax Returns) 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.

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 # B93429

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:

- Order Management Cloud Service
- Global Order Promising Cloud Service
- Pricing Cloud Service
- Configurator Cloud Service
- Enterprise Contracts Cloud Service
- Channel Revenue Cloud Service
- Transactional Business Intelligence Cloud Service
- 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)
- A maximum number of 5000 Order Lines per Hosted Named User
- Enterprise Contracts usage is limited solely to implement and process Order Management Cloud Sercice Sales Agreements functionality.
- 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

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 to Oracle Fusion Product Management Cloud Service - Hosted Named User.
The service includes:

- Innovation Management Cloud Service
- Innovation Management Ideation Cloud Service
- Product Development Cloud Service
- Product Hub Cloud Service
- Product Hub Portal Cloud Service

- Quality Management Cloud Service
- Configurator Modeling Cloud Service
- Supplier Portal Cloud Service
- Transactional Business Intelligence Cloud Service
- 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.

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 Product Management Reviewer Cloud Service - Hosted Named User
Applicable Part # B95242

Users of the Oracle Fusion Product Management Reviewer Cloud Service - Hosted Named User are authorized to access to Oracle Fusion Product Management Reviewer Cloud Service - Hosted Named User, subject to the limitations set forth below, which includes:

- Fusion Product Management Cloud Service
- Fusion Supplier Portal Cloud Service
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Product Management Reviewer Cloud Service - Hosted Named User is subject to usage limits based upon:
- A maximum number of Hosted Named Users as set forth in Your order.
- Users designated as Internal Product Management Reviewers may only read or review information managed through the user interface/web services of the following Product Management applications: Innovation Management, Product Development, Product Hub, Quality Management, Configurator Modeling. Internal Product Management Reviewer Named Users are also able to participate in Product Management workflows (including change, quality, innovation, and new item request workflows) only for the purposes of reviewing, approving, rejecting or receiving notifications. Internal Product Management Reviewer users will have the ability to download/access reports but do not have the ability to create, update, delete, import/export, or publish any product or related data through the user interface, import, FBDI or web services.
- Users designated as External Product Manager Reviewers (For example: suppliers, contract manufacturers, vendors, distributors, etc.) that requires access to create, view, upload/download products, items, documents, related data, reports and participation in approval/review/creation of related workflows must perform these actions through the

Product Management Supplier Portal task flows in the Supplier Portal in the Fusion Procurement Cloud Service. External users accessing Product Management Cloud through the standard user interface or web services are considered full use and must be licensed as such. Reviewer User(s) shall not have the ability to use any of the following advanced features and capabilities: Import Workbench, Mass Update, Advanced Catalog Management, Publication Framework, Item Business Rules, GTIN and Spoke System Relationships, Packaging Hierarchy, and GDSN subscription framework.

- 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.

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:

- Manufacturing Cloud Service
- Maintenance Cloud Service
- Inventory Management Cloud Service
- Transactional Business Intelligence Cloud Service
- 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 service does not include CX Helpdesk.

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:
- Supply Planning Cloud Service
- Planning Central Cloud Service
- Transactional Business Intelligence Cloud Service
- 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.

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:
- Demand Management Cloud Service
- Transactional Business Intelligence Cloud Service
- 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.

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:
- Sales & Operations Planning Cloud Service
- Transactional Business Intelligence Cloud Service
- 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.

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:

- Supply Chain Collaboration Cloud Service
- Supplier Portal Cloud Service (restricted use)
- Transactional Business Intelligence Cloud Service
- Transparent Data Encryption

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.

- Limited use of Supplier Portal Cloud Service by external trading parties restricted to Supply Chain Collaboration functionality.

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 SCM Analytics - Hosted Named User
Applicable Part # B94572

Users of Oracle Fusion SCM Analytics are authorized to access the following module:

- Pre packaged metrics from Oracle Financials and SCM Cloud Service

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

- A maximum number of Hosted Named Users 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.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Named Users. Based on various factors including Your usage patterns, the type of queries run by the Hosted Named Users and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

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

Oracle Fusion SCM Analytics - Hosted Employee
Applicable Part # B95478

Users of Oracle Fusion SCM Analytics are authorized to access the following module:

- Pre packaged metrics from Oracle Financials and SCM Cloud Service

<u>Usage Limits</u>:   Oracle Fusion Supply Chain Collaboration is subject to usage limits based upon:

- A maximum number of Hosted Employees 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.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle PaaS and IaaS 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

<u>Usage Limits:</u>   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.

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.

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 Management for United Kingdom Government Cloud Service - Each
Applicable SKUs: B99702

Available in United Kingdom Only

For this Oracle Warehouse Management 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 a minimum of 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 where required by Oracle. if requested to do so. The Oracle Warehouse 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 endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:

- Oracle Database Vault and Break Glass for 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.

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.

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service – Each
Applicable Part: B108220

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the following capabilities:
- Oracle Database Vault
- Oracle Break Glass

To use this Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service, You are required to first purchase and maintain Oracle Warehouse Management Cloud Enterprise Service. If the Oracle Warehouse Management Enterprise Cloud Service lapses or otherwise ends, this Oracle Cloud Service will also automatically end. Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the installation and configuration of the following Oracle database security option:

Oracle Database Vault

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

Oracle Break Glass

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

might otherwise have access to Oracle Warehouse Management Cloud Enterprise Service.

During the Services Period of the Oracle Warehouse Management Cloud Enterprise Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service also allows You to control the master encryption key of Your Oracle Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise 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 Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is subject to usage limits as follows:
- 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.
- No additional storage is provided.

Disclaimers:
The Oracle Warehouse Management Enterprise 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 Warehouse Management Enterprise 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 Warehouse Management Enterprise Cloud Service may include additional functionality that does not utilize the Oracle Warehouse Management Enterprise Cloud Service database, and that additional functionality is therefore not covered by the Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service (which Service enables You to restrict and control Oracle's access to Your data stored in the Warehouse Management Enterprise Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Warehouse Management Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Database Vault and Break Glass for Warehouse Management Enterprise 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.

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 Services 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.

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.

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 Student Aid Eligibility Cloud Service – Student Aid Applicant
Applicable Part # B96220

Users of Oracle Student Aid Eligibility Cloud Service are authorized to access the following module:

- Student Aid Eligibility

- Product capabilities and their related task queues, administrative, configuration and reporting functions:
    - •ISIR Processing
    - •Document Management
    - •Professional Judgement
    - •Student/Parent Self Service (ISIR Only Mode)

Usage Limits: The Oracle Student Aid Eligibility Cloud Service

- A maximum number of Student Aid Applicants.
- 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 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

Oracle Student Financial Planning Cloud Service – Student Aid Recipient
Applicable Part # B96221

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

- Student Financial Planning. Full use of all product capabilities, including Packaging/Awarding, Disbursing, Exit Processing –

Usage Limits: The Oracle Student Financial Planning Cloud Service

- A maximum number of Student Aid Recipient.

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 Student Financial Planning Cloud Service - Test Environment
Applicable Part # B91435

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 Test 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 Services 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 Services 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.
    - FreeForm
    - Narrative Reporting, including Disclosure Management
    - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) 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.

  - Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  - Enterprise Data Management, no record restriction.
  - Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  - FreeForm
  - Narrative Reporting, including Disclosure Management
  - Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) 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 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:
  o Account Reconciliation, including Transaction Matching and Task Manager Integrations.
  o 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
  o Financial Consolidation and Close, including custom consolidations with support for complex ownership structures and custom calculations. Supports Task Manager Integrations.
  o FreeForm
  o Narrative Reporting, including Disclosure Management
  o Planning, includes Module-based applications (Workforce Planning, Capital Expenditure Planning, Financial Statement Planning, Project Financial Planning, Sales Planning, Strategic Workforce Planning and Predictive Cash Forecasting) 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 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 Services 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 Additional Environments for Enterprise Data Management (EDM) Cloud Service – Test Environment
Applicable Part # B94392

Oracle Additional Environments for Enterprise Data Management (EDM) 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 Enterprise Data Management (EDM) Cloud Service is the same as the schedule for the associated Oracle Enterprise Data Management (EDM) Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Enterprise Data Management (EDM) Cloud Service also apply to Oracle Additional Environments for Oracle Enterprise Data Management (EDM) Cloud Service. Each Oracle Additional Environments for Oracle Enterprise Data Management (EDM) 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 Enterprise Data Management (EDM) Service. Oracle Additional Environments for Enterprise Data Management (EDM) Cloud Service will automatically terminate at the end of the Services 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 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 a minimum of SC Clearance provided that Oracle has the continued ability to sponsor applications for SC clearance; and/or a central government department has agreed to sponsor 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 endeavour to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

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*, including the *Oracle SaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management
Applicable Part #: B93432

The Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management is an optional Oracle Cloud Service for implementation only with Enterprise Performance Management Cloud Services, including Enterprise Data Management Cloud Services and available only in the European Union. The Service provides that for Enterprise Performance Management:

- "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.

Limitations

The EU Restricted Access Cloud Service is an add-on Oracle Cloud Service for implementation with the Enterprise Performance Management Cloud Services, including Enterprise Data Management Cloud Services. An order for Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Enterprise Performance Management Cloud Service(s). Likewise, once European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management hasbeen purchased, any subsequent renewal must also include European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management.

Any migration of Your Content from pre-existing cloud service instances to Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management instances or from EU Restricted Access Cloud Service instances to standard cloud service instances is the sole responsibility of the customer; the European Union Restricted Access Cloud Service for Oracle Enterprise Performance Management does not include migration assistance from Oracle.

The Oracle European Union Restricted Access Cloud Service for Enterprise Performance Management Cloud Service does not scan uploaded files for viruses.

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 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

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 # B85238

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 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 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).
- Oracle will provision 3 instances for this Oracle Cloud Service (1 Production and 2 Non-Production).
- Additional instances 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 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:

- Oracle Global Trade Management Cloud Service

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.

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 - Each
Applicable Part#: B91919

An integration that allows replication of data from the Oracle Transportation Management or Global Trade Management Cloud Service production and one named test or development database, via the Golden Gate data replication engine, to populate an Oracle database that exists in the Oracle Cloud, for purposes of using as a read-only copy to ultimately populate an external data warehouse.

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

- Can only be enabled on production and one named other environment – Test or Dev. It cannot be moved to other environments.
- The Service may be temporarily disrupted during Disaster Recovery.
- This service provides access to the raw data model (no views). 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 customer in-house reports to be updated.
- For the non-production environment, you will be limited to four P2Ts or P2Ds per year. Also, re-enabling replication after a P2T / P2D could take up to 7 days.
- You must already own Golden Gate, Oracle Database and storage subscriptions for the target environment.

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 Services 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 Transportation and Global Trade Management for United Kingdom Government Cloud Service - Each
Applicable SKU: B95498

Available in United Kingdom Only

For this Oracle Transportation and Global Trade Management 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 a minimum of 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 where required by Oracle. if requested to do so. The Oracle Transportation and Global Trade 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 endeavor to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:

- Oracle Database Vault and Break Glass for Transportation and Global Trade 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 Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service – Each
Applicable Part: B95266

Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service consists of the following capabilities:

- Oracle Database Vault
- Oracle Break Glass

To use this Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service, You are required to first purchase and maintain either Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service. If the Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service lapse or otherwise end, this Oracle Cloud Service will also automatically end.

Oracle Database Vault

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

- Oracle Database Vault

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

Oracle Break Glass

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

Personnel who might otherwise have access to Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service.

During the Services Period of the Oracle Transportation Management Cloud Service or Oracle Global Trade Management Cloud Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Transportation Management Cloud Service or Oracle Global Trade Management 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 Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service also allows You to control the master encryption key of Your Oracle Transportation Management Cloud Service and Oracle Global Trade Management 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 Database Vault and Break Glass for Transportation and Global Trade Management 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 Transportation Management Cloud Service and Oracle Global Trade Management 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 Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service is subject to usage limits as follows:

- 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.
- No additional storage is provided

Disclaimers:

The Oracle Transportation Management Cloud Service and Oracle Global Trade Management 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 Transportation Management Cloud Service's and Oracle Global Trade Management 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 Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service may include additional functionality that does not utilize the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database, and that additional functionality is therefore not covered by the Oracle Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service (which Service enables You to restrict and control Oracle's access to Your data stored in the Oracle Transportation Management Cloud Service and Oracle Global Trade Management Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Transportation Management Cloud Service and Oracle Global Trade Management 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 Database Vault and Break Glass for Transportation and Global Trade Management Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Database Vault and Break Glass for Transportation and Global Trade Management 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.

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 Services 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 Break Glass for Fusion Cloud Service - Each
Applicable Part # B85679

Oracle Break Glass for Fusion Cloud Service provides You with additional control and management over Your Content in the Oracle Fusion Cloud Service.

Features:

- Protects your content by utilizing Oracle Database Vault features in Your Fusion Cloud Service Database
- Data level access to Your Content residing in the Oracle Fusion Cloud Service database is granted to Oracle only after Your approval and authorization
- Access, when granted, is temporary and time bound to periods You can configure
- Access credentials are programmatically reset after each access
- Detailed reports of all Break Glass access requests and history
- Bring your own key to control the encryption key used by the Oracle Fusion Cloud Service database
- Full lifecycle management of the Transparent Data Encryption master encryption key (create, reset, revoke, or restore)

The Oracle Break Glass for Fusion Cloud Service program documentation provides more details on use, configuration, and feature/function coverage of the service.

In addition, the Oracle Break Glass for Fusion Cloud Service program documentation includes important considerations You should review prior to implementing this service, including possible impacts on related service performance and service level agreements.

Usage Limits:

Oracle will publish maintenance notifications in the Oracle Cloud Portal. You must check these notifications prior to performing any action related to managing Transparent Data Encryption 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.

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

Approved 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 Fusion HIPAA Cloud Service - Each
Applicable Part # B87365

This offering is designed as an option for customers who must comply with the Health Insurance Portability and Accountability Act (HIPAA) and who anticipate persisting Protected Health Information (PHI) in Oracle Fusion Cloud Services. The Oracle Fusion HIPAA Cloud Service assists customers in meeting the requirements set out by HIPAA. Oracle will be considered a Business Associate as defined by the HIPAA Privacy Rule 45 CFR 164.504(e), and an Oracle Business Associate (BAA) is required.

This offering includes the following:

- Oracle Break Glass for Fusion

Your Obligations:

- You must purchase Oracle Fusion Cloud Services, and maintain those services for the duration of Oracle Fusion HIPAA Cloud Service.
- 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.
- When providing ePHI to, or storing ePHI in the Oracle Service Cloud, you should make reasonable efforts to limit ePHI to the minimum necessary to accomplish the intended purposes of the use.

Usage Limits: The Oracle Fusion HIPAA Cloud Service is subject to the following usage limits:

- No additional storage is provided. The Oracle Fusion HIPAA Cloud Service 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 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 a minimum of 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 where required by Oracle. if requested to do so.

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 endeavour to maintain this Cloud Service to meet the requirements of ISO 27001 and the Cyber Essentials scheme and align with the Cloud Security Principles.

This offering includes the following:
- Oracle Break Glass for Fusion
- Data Masking

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 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 SaaS for U.S. Government Disconnected – Each
Applicable SKUs: B93962

Available in United States Only (Eligibility criteria apply)

The Oracle SaaS for U.S. Government Disconnected – Each service provides You with a software-as-a-service offering targeted to the compliance requirements of the Federal Risk and Authorization Management Program (FedRAMP) High baseline, IL5, and additional requirements of U.S. Intelligence Community per Intelligence Community Directive (ICD) 503.The service is hosted within a Sensitive Compartmented Information Facility (SCIF) in accordance with Intelligence Community Directive (ICD) 705 requirements. The service is not connected to the Internet or any non-approved networks. The service is connected to the Your secure networks (SIPRnet or JWICS). The service is operated by TS/SCI cleared personnel from operational SCIFs.

Oracle will work with You to maintain the service in compliance with the FedRAMP and ICD 503 requirements. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and compliance authorization results and reserves the right to manage the service as appropriate to meet compliance requirements.

This offering includes the following:

- Oracle Database Vault
- Oracle Data Masking for Fusion

Limitations
Oracle SaaS for U.S. Government Disconnected – Each is an add-on service for selected Oracle Fusion Cloud Services. An order for Oracle SaaS for U.S. Government Disconnected – Each must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Fusion Cloud Service(s). Subsequent renewals must also include the Oracle SaaS for U.S. Government Disconnected – Each 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 Fusion for Financial Services Cloud Service - Each
Applicable SKU: B87369

Available in North America, Europe and United Kingdom 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, Europe and United Kingdom Data Center Regions. 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 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.

ORACLE PERMITTING AND LICENSING

Oracle Fusion Permitting and Licensing Cloud Service – Hosted Named User
Applicable Part # B90142
Users of Oracle Public Sector Community Development Cloud Service have access to the following
The Oracle Fusion Permitting and Licensing Cloud Service provides access to the following features:

- Oracle Permitting and Licensing contains 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.
- Oracle Fusion Permitting and Licensing also 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.
- Customers can implement process definitions and fee schedules. A full and separate license is required for any functions not associated with Oracle Permitting and Licensing.
- 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.
- Transparent Data Encryption

Usage Limits: Oracle Permitting and Licensing Cloud Service is subject to usage limits oracle Public Sector Community Development 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 non-production use. Additional environments may be purchased 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 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.

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 B86841 Oracle Fusion Document Recognition Cloud Service - Hosted Employee)
- Joint Venture Management
- Lease Accounting
- Expenses
- Bill Management
- Project Resource Management
- Task Management

- Time and Labor for Projects
- 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: 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.

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.

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:

- 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 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.

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.

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 Document Recognition Cloud Service-Hosted Employee
Applicable Part # B86841

Formerly known as Oracle Fusion WebCenter Forms Recognition Cloud Service – Hosted Employee

Oracle Fusion Document Recognition Cloud Service – Hosted Employee includes:

- Document creation using document recognition technology appropriate to your Fusion Cloud environment for:
  - Payables Invoices
- Transparent Data Encryption

Usage Limits: The Oracle Fusion Document 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.

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 # B93430

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:
- Order Management Cloud Service
- Global Order Promising Cloud Service
- Pricing Cloud Service
- Configurator Cloud Service
- Enterprise Contracts Cloud Service
- Channel Revenue Cloud Service
- Transactional Business Intelligence Cloud Service
- 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)
- A maximum number of 200 Order Lines per 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

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 Product Management Cloud Service - Hosted Employee
Applicable Part # B91063

Users of the Oracle Fusion Product Management Cloud Service - Hosted Employee are authorized to access:

Oracle Fusion Product Management Cloud Service - Hosted Employee
- Fusion Innovation Management Cloud Service
- Fusion Product Development Cloud Service
- Fusion Product Hub Cloud Service
- Fusion Product Hub Portal Cloud Service
- Fusion Quality Management Cloud Service
- Fusion Configurator Modeling Cloud Service
- Fusion Supplier Portal Cloud Service
- Fusion Transactional Business Intelligence Cloud Service
- 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.

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 Planning Suite - Hosted Employee
Applicable Part # B91065

Users of Oracle Fusion Supply Chain Planning Suite are authorized to access the following modules:

- Oracle Supply Planning
- Oracle Demand Management
- Orcle Fusion Sales and Operational Planning
- Oracle Fusion Supply Chain Collaboration
- Oracle Transactional Business Intelligence
- Transparent Data Encryption

Usage Limits: Oracle Fusion Supply Chain Planning Suite 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.

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:
- Manufacturing Cloud Service
- Maintenance Cloud Service
- Inventory Management Cloud Service
- Transactional Business Intelligence Cloud Service
- 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
- For the avoidance of doubt, this service does not include CX Helpdesk.

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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service – Each
Applicable Part: B108220

Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the following capabilities:

- Oracle Database Vault
- Oracle Break Glass

To use this Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service, You are required to first purchase and maintain Oracle Warehouse Management Cloud Enterprise Service. If the Oracle Warehouse Management Enterprise Cloud Service lapses or otherwise ends, this Oracle Cloud Service will also automatically end. Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service consists of the installation and configuration of the following Oracle database security option:

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

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

Oracle Personnel who might otherwise have access to Oracle Warehouse Management Cloud Enterprise Service.

During the Services Period of the Oracle Warehouse Management Cloud Enterprise Service, Oracle personnel may require access to those Services, including data layer access to Your Content residing within the Oracle Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service also allows You to control the master encryption key of Your Oracle Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise 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 Warehouse Management Cloud Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is subject to usage limits as follows:

- 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.

- No additional storage is provided.

Disclaimers:
The Oracle Warehouse Management Enterprise 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 Warehouse Management Enterprise 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 Warehouse Management Enterprise Cloud Service may include additional functionality that does not utilize the Oracle Warehouse Management Enterprise Cloud Service database, and that additional functionality is therefore not covered by the Oracle Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service (which Service enables You to restrict and control Oracle's access to Your data stored in the Warehouse Management Enterprise Cloud Service database). Examples of that additional functionality are capabilities which interact with Your Oracle Warehouse Management Enterprise 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 Database Vault and Break Glass for Warehouse Management Enterprise Cloud Service is covered under Oracle's standard access control and data protection policies. If any functionality or Cloud Service is covered by Oracle Database Vault and Break Glass for Warehouse Management Enterprise 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 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 amount of file storage as defined in your order. Oracle Commerce Standard Edition includes 150 GB of file storage per instance across all environments
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard Edition includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service.
    - Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile app.
    - Requests to Admin REST endpoints 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 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.

- 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 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 amount of file storage as defined in your order. Oracle Commerce Premium Edition includes 150 GB of file storage per instance across all environments.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Standard Edition includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service.
    - Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile app.
    - Requests to Admin REST endpoints 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 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.

- 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 – Order

Applicable Part #: B94601

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 Commerce Orders as defined in your order.
- A maximum amount of file storage as defined in your order. Oracle Commerce premium Edition includes 150 GB of file storage per instance across all environments.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order.
    - Oracle Commerce Premium Edition includes twelve million (12,000,000) Requests for the Oracle Commerce External API Access Cloud Service.
    - Requests to Oracle Commerce External API Access Cloud Service Admin REST endpoints (endpoints classified as "Admin" in the Oracle Commerce Cloud Service Product Documentation) are intended to support back-office administrative activities. Requests to Admin REST endpoints made in direct support of shopper flows are prohibited. Examples of prohibited requests include requests to Admin endpoints from any storefront application (including the Commerce Cloud Service Storefront) and requests to Admin REST endpoints from any mobile app.
    - Requests to Admin REST endpoints 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 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.

- 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 Orders as Described in Order Document	Peak Capacity Limit (Page Views per hour)
1 – 49,999	27,000
50,000 – 249,999	55,000
100,000 – 499,999	140,000
500,000 – 999,999	280,000
1,00,000 – 1,499.999	560,000
1,500,000 – 1,999,999	840,000
2,000,000 – 2,499,999	1,100,000
2,500,000 – 2,999,999	1,400,000
3,00,000 – 3,499,999	1,700,000
3,500,000 – 3,999,999	2,000,000
4,000,000 – 4,499,999	2,200,000
4,500,000 – 4,999,999	2,500,000
5,000,000 – 5,499,999	2,800,000
5.500,000 – 5,999,999	3,000,000
6.000,000 – 6,499,999	3,300,000
6.500,000 – 6,999,999	3,600,000
7.000,000 – 7,499,999	3,800,000
7.500,000 – 7,999,999	4,100,000

8.000,000 – 8,499,999	4,400,000
8.500,000 – 8,999,999	4,700,000
9.000,000 – 9,499,999	5,000,000
9.500,000 – 9,999,999	5,300,000
10,000,000 or more	5,600,000

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.

- 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

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 Services 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.

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.

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*, including the *Oracle Paas Public Cloud Services Pillar Document*, 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. 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:

- Three environments are included.

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 PaaS and IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts 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 PaaS 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 PaaS 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.

<u>Usage Limits:</u>

- 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.

Usage Limits:

- 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.

European Union Sovereign Cloud Service for Oracle Fusion Applications
   Applicable Part #: B91905

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

Personnel and Access Control:

EUSC data center regions are operated and supported by EUSC personnel who are EU residents, physically located within the EU while providing services, and employed by an EUSC entity. EUSC personnel and entity directors accessing EUSC data centers must not share Your Content with non-EUSC individuals and must adhere to strict procedures for handling requests for EUSC customer data from third parties, including other Oracle entities, law enforcement, or government agencies. All EUSC personnel with data center access must undergo annual privacy and information protection training covering data protection principles such as fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity, confidentiality, and accountability. Oracle enforces access restrictions, ensuring only EU resident personnel have access to EUSC data center regions.

Government Access Requests:

Oracle notifies customers of government access requests as permitted by law and challenges requests it deems invalid or inconsistent with data protection laws, disclosing only necessary information. Oracle maintains a policy guiding staff and contractors on handling government access requests, including legal oversight, procedures, and data protection training. Oracle's report on law enforcement access

requests is available at https://www.oracle.com/legal/law-enforcement-requests-report/ or other designated addresses.

Technical Measures:

The EUSC's architecture ensures independent operation within the EU:

  a. EUSC data centers are isolated from other Oracle regions, storing your data separately.

  b. Backups remain within the EU region.

This offering includes the following:

- Oracle Break Glass for Fusion

Limitations

The European Union Sovereign Cloud Service for Oracle Fusion Applications is an add-on Oracle Cloud Service for implementation with the CRM, ERP, HCM and Supply Chain Oracle Fusion Cloud Services. An order for EUSC must be accompanied by an order (i.e., separate SKU purchase) for the applicable Oracle Fusion Cloud Service(s). Likewise, once EUSC Cloud Service has been purchased any subsequent renewal must include the add-on EUSC Cloud Service.

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. The version of the Data Processing Agreement for Oracle European Union Sovereign Cloud (EUSC) applicable to Your order (a) is available at: www.oracle.com/contracts and is incorporated herein by reference, and (b) will remain in force during the Services Period of Your order. Pursuant to Section 6.1 of the Data Processing Agreement for EUSC, and for clarification, any personal information you submit to an Oracle support tool for support services specifically will be handled by EU-based support resources but may be hosted outside the selected EUSC data center region(s) in accordance with and subject to the applicable cross-border data transfer mechanisms set out in Section 6 of the Data Processing Agreement for EUSC.

To facilitate Oracle's operation and delivery of the Services pursuant to Your order and the Oracle agreement referenced therein, Oracle may compile or generate tenant billing, telemetry, and capacity data from the Services to confirm compliance with licensing and other terms of use and to monitor and test system use and performance ("Integral Operations"). In accordance with the Oracle agreement referenced in Your order for the Services, data collected for Integral Operations (i) may be transferred from the EUSC region(s) for the sole purposes described in accordance with the Oracle agreement referenced in Your order for the Services; (ii) will be protected in accordance with the Oracle agreement referenced in Your order for the Services; and (iii) will be deleted once no longer required for such purposes.

You acknowledge that Third Party Services (e.g., Twilio) may be integrated with Your Cloud Services in the EUSC data center region(s), and to the extent You select a Cloud Service that integrates with Third Party Services, the processing of data may not remain within the selected EUSC data center region(s) and these Sovereign Terms shall not apply.

You acknowledge that where Your technical contacts are located outside the European Union, or You connect a cloud service in the EUSC data center region(s) with another Oracle Cloud Service that is not hosted in the same EUSC data center region(s) (e.g., using an Oracle commercial public cloud region for disaster recovery for an EUSC data center region), Your Content may not remain within the EUSC data center region(s) and these Sovereign Terms shall not apply.

Fusion ERP Analytics – Hosted Named User per Month
Applicable Part # B91150

The Fusion ERP Analytics Cloud Service provides pre-packaged metrics that are sourced from the Oracle Financials Cloud Service.

Usage limits: The Fusion ERP Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Named Users per month as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Named Users. Based on various factors including Your usage patterns, the type of queries run by the Hosted Named Users and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies:

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

Fusion ERP Analytics – Hosted Employee
Applicable Part # B93514

The Fusion ERP Analytics Cloud Service provides pre-packaged metrics that are sourced from the Oracle Financials Cloud Service.

Usage limits: The Fusion ERP Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.

- A maximum number of Hosted Employees per month as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to purchase additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion ERP data first before loading any other data.

Oracle Cloud Policies:

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

Fusion HCM Analytics – Hosted Employee
Applicable Part # B92354

The Fusion HCM Analytics Cloud Service provides pre-packaged metrics that are sourced from Oracle HCM Cloud Service

Usage limits: The Fusion HCM Analytics Cloud Service are subject to the following quantities:

- One non-production and production environment
- A maximum number of Hosted Employees per month as set forth in Your order
- Entitlement to OCPUs and Storage for the Oracle Autonomous Database Warehouse is proportional to the number of Hosted Employees. Based on various factors including your usage patterns, the type of queries run by the hosted employees and the amount of data stored in the Oracle Autonomous Database Warehouse Cloud Service, You may need to purchase additional OCPUs or Storage for the Oracle Autonomous Data Warehouse Cloud Service to meet your requirements
- You may subscribe to additional OCPUs and Storage for Oracle Autonomous Database Warehouse using Oracle PaaS and IaaS Universal Credits
- The included Oracle Autonomous Database Warehouse OCPUs and Storage requires You to do a full load of the Fusion HCM data first before loading any other data

Oracle Cloud Policies

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

Fusion HCM Analytics – Hosted Named User
Applicable Part # B98137

The Fusion HCM Analytics Cloud Service provides pre-packaged metrics that are sourced from Oracle HCM Cloud Service

Usage limits: The Fusion HCM Analytics Cloud Service are subject to the following quantities:

- One non-production and production environment
- A maximum number of Hosted Named Users per month as set forth in Your order
- Entitlement to OCPUs and storage for the Oracle Autonomous Database Warehouse is proportional to the number of Hosted Named Users. Based on various factors including your usage patterns, the type of queries run by the users and the amount of data stored in the Oracle Autonomous Database Warehouse Cloud Service, You may need to purchase additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet your requirements
- You may subscribe to additional OCPUs and Storage for Oracle Autonomous Database Warehouse using Oracle PaaS and IaaS Universal Credits
- The included Oracle Autonomous Database Warehouse OCPUs and for the Oracle Autonomous Data Warehouse Cloud Service is reserved for the supported Oracle Fusion HCM 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 and IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Fusion CX Analytics Cloud Service – Hosted Named User
Applicable Part # B95495

The Fusion CX Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Sales and other Oracle Cloud Services as specified in the documentation.

Usage limits: The Oracle FusionCX Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Users as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employees. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service requires You to do a full load of the Oracle Fusion sources first before loading any other data.

Oracle Cloud Policies:

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

Oracle Fusion CX Analytics Cloud Service – Hosted Employee
Applicable Part # B110542

The Oracle Fusion CX Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Sales and other Oracle Cloud Services as specified in the documentation.

Usage limits:

The Fusion CX Analytics Cloud Service is subject to the following quantities:

- One non-production environment and one production environment.
- A maximum number of Hosted Employees as set forth in Your order.
- Entitlement to OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service, with the amount of entitlement proportional to the number of Hosted Employee. Based on various factors including Your usage patterns, the type of queries run by the Hosted Employees and the amount of data stored in the Oracle Autonomous Data Warehouse Cloud Service, You may need to subscribe to additional OCPUs or storage for the Oracle Autonomous Data Warehouse Cloud Service to meet Your requirements.
- You may subscribe to additional OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service using Oracle PaaS and IaaS Universal Credits.
- The included amount of OCPUs and storage for the Oracle Autonomous Data Warehouse Cloud Service is reserved for the supported Oracle Fusion CX Analytics Cloud Service and other Oracle Cloud Services as specified in the documentation.

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 Analytics – Hosted 1,000 Records
 Applicable Part # B99587

The Fusion Accounting Hub Analytics Cloud Service provides pre-packaged metrics that are sourced from the Fusion Accounting Hub Cloud Service.

Fusion ERP Analytics Cloud Service is a pre-requisite for this cloud service

Usage limits: The Fusion Accounting Hub Analytics Cloud Service is subject to the following quantities:

- A maximum number of Hosted 1,000 Records per month 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 PaaS and IaaS Public Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts.

Oracle Additional Test Environment for Fusion Data Intelligence
Part # B93515

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

Each Additional Test Environment must be contracted for a minimum of twelve (12) months. Additional Test Environments will automatically terminate at the end of the Services Period.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, including the *Oracle PaaS and IaaS 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 SAAS AT CUSTOMER CLOUD SERVICE

Oracle SaaS for Dedicated Region Cloud@Customer

Part Number	Description
B93516	Oracle SaaS for Dedicated Region
B92133	Oracle Additional Test Environment for Saas for Dedicated Region--Each

Description of Services

Oracle SaaS for Dedicated Region is an add-on Oracle Cloud Service for the implementation of supported Oracle SaaS Cloud Services. Oracle SaaS for Dedicated Region Cloud@Customer provides that, for supported Oracle Cloud Services, "Your Content" (as defined in the agreement governing Your order) will reside in the Data Center Region identified in the OCI Dedicated Region order referenced in Your order for Oracle SaaS for Dedicated Region.

The Dedicated Region Data Center will maintain a bidirectional connection between Your site and the Oracle Cloud. Oracle staff performing the Cloud Service management may be located globally, as determined by Oracle.

Usage Limits

- An order for Oracle SaaS for Dedicated Region must be accompanied by an order (i.e., separate SKU purchase) for the applicable supported Oracle SaaS Cloud Service(s). Once You have purchased Oracle SaaS for Dedicated Region, any subsequent renewal must include Oracle SaaS for Dedicated Region.
- An order for Oracle SaaS for Dedicated Region requires an underlying subscription for an OCI Dedicated Region.
- In order to support the Disaster Recovery (DR) services commitments provided in the Oracle SaaS Public Cloud Services – Pillar Document, You will be required to maintain two OCI Dedicated Region Cloud @Customer realms. A select set of SaaS application features rely on shared global services. To maintain data residency, some shared services are not supported on Oracle SaaS for Dedicated Region instances.
- Oracle will provision the standard number of environments as described in the service descriptions document for the applicable SKU. You may purchase additional environments for additional fees.

Additional Obligations and Assumptions

In addition to the obligations stated in Your order, You acknowledge that Oracle's ability to provide Oracle SaaS for Dedicated Region depends upon Your fulfillment of the obligations specified in the Dedicated Region Data Center Facilities Build Requirements, which are part of the Program Documentation.

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 Dedicated Region
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 Services 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 PROCESS AUTOMATION FOR FUSION APPLICATIONS

Oracle Process Automation for Fusion Applications

Oracle Process Cloud for SaaS	SKU	Metric
Oracle Process Automation for Fusion Applications	B94926	Hosted Named User
Oracle Process Automation for Fusion Applications	B94927	Hosted Employee

Descriptions:

Oracle Process Automation for Fusion Applications is a cloud-based process automation platform that enables customers to automate Business Processes. Users of the Process Automation for Fusion Applications Standard feature sets, which include the following capabilities:

- Structured and unstructured process modeling
- Decision Modeling
- Connectivity to outside Applications and integrations
- Web Forms
- User task management and tracking

The key working environments provided are:

- Designer - the design-time environment where you develop applications
- Workspace - the runtime environment where you use and monitor process applications

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

Usage Limits:

Process Automation for Fusion Applications is subject to the following limitations:

- Thread execution timeout for the Process engines is 60 secs
- Looping activities are allowed to be executed to max of 100 occurrences
- Large Variable Size (DP and BPMN) would be 50 KB
- Email payload size limit would be 2 MB
- A Process should not exceed 100 steps
- Web Forms should not exceed 1000 components
- Completed instance data will be purged after 30 days

Customer Responsibilities:

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

Process Automation for Fusion Applications 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.

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

ORACLE ENHANCED CUSTOMER AUDIT PROGRAM

Oracle Enhanced Customer Audit Program	Part #	Metric
Enhanced Customer Audit	B94172	Audit Unit
Data Center Tour	B93703	Each

Metrics
- Audit Units, equivalent to a dollar amount, are established based on an agreed upon scope.
- Each – This will be a fixed cost for one data center tour.

Description—Enhanced Customer Audit
The Oracle Public Cloud Enhanced Customer Audit service provides fee-based enhanced audit and risk assessment services to customers who use Oracle Public Cloud services directly or via an independent software vendor (ISV) based upon an agreed scope.

This service is specifically available to customers, ISV's customers, or Oracle partners who have identified audit requirements that are not fully addressed in the scope of a SOC, ISO, PCI DSS, HIPAA or similar audit report issued by a qualified third-party assessor.

Examples may include:

- Inspection of control evidence already certified under an existing third party standard (a SOC, ISO, PCI DSS, HIPAA or similar)
- Custom scope or additional controls not covered by an existing third party standard
- Audit of Oracle's strategic sub-contractors
- Additional evidence or reporting

To use this service, You must submit a detailed audit request to Oracle at least one month in advance of the intended audit date. The proposed audit plan must describe the desired scope, duration, and start date of the audit.

Oracle will review Your request and, in its sole discretion, provide a statement of work with the proposed scope, deliverables, and associated costs.

Upon mutual agreement of the statement of work, You will execute an Ordering Document for the Enhanced Customer Audit service and fee associated with the agreed upon scope of work.

An Oracle confidentiality agreement must be in place prior to commencing the Enhanced Customer Audit service. If a third party is to conduct or participate in the Enhanced Customer Audit service, the third party must be mutually agreed to by You and Oracle. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

Upon completion of the audit, (i) You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement and (ii) You may use the Enhanced Customer Audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with your requirements.

Description – Data Center Tours
The Oracle Public Cloud Data Center Tour service provides customers the ability to tour a select data center facility that houses Oracle Cloud services.

This service is specifically available to customers, ISVs, or Oracle partners who have identified audit requirements that are not fully addressed in a SOC, ISO, PCI DSS, HIPAA or similar audit report issued by a qualified third party auditor.

To use this service, You must submit a Data Center Tour request to Oracle at least one month in advance of the intended tour date. The request must describe the proposed scope, duration, and desired tour date.

Oracle will review your request and provide a statement of work with a proposed location and associated cost. Oracle will work with You to adjust scope to meet your requirements. An ISV may

submit an audit on behalf of their customers and the statement of work with associated costs will be confirmed with the ISV.

In all cases an Oracle confidentiality agreement must be in place prior to commencing the Data Center Tour service. If a third party is to conduct or participate in the Data Center Tour service, the third party must be mutually agreed to by you and Oracle. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

Upon completion of the Data Center Tour, (i) You will provide Oracle with a copy of the data center assessment report, which is subject to the confidentiality terms of Your Services Agreement and (ii) You may use the Data Center Tour reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of Your Services Agreement,