Oracle Platform as a Service and Infrastructure as a Service – Public Cloud
Service Descriptions-Metered & Non-Metered

July 5, 2016
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API Call - is defined as any API call or notification consumed by any application built on the service.

**Big Data Discovery (BDD) Node:** is defined as the dedicated node(s) in the Oracle Big Data Cloud Service cluster that is processed by the Big Data Discovery Dgraph.

**Big Data Discovery (BDD) Studio:** is defined as the web based application through which Your business Users can find, transform, analyze and share data in Hadoop.

**Device:** is defined as a unique device that transmits data to or receives data from Oracle applications or Oracle Cloud Services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. A Device that is connected directly to Oracle applications or Cloud Services, or connected indirectly such as through a gateway device or a third-party communications service, is uniquely identified as being the endpoint of communication of data to or from the Oracle application or Oracle Cloud Service. A Device may also be registered with the Oracle application or Cloud Service, uniquely identifying it as the endpoint of communication.

**Gigabyte Storage Capacity per Month:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**Hosted Connection:** is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service or Oracle Integration Cloud Service for CX. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected. Web Services that use the same WSDL url and credential are counted as one Connection.

**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 Named Agent** is defined as the data collectors on the target Java Virtual Machine (“JVM”) and there is one Hosted Named Agent deployed per JVM. Hosted Named Agents collect JVM monitoring data related to JVM threads, stacks, requests, methods, heap and CPU usage.

**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 User Per Month:** is defined as an individual authorized by you to access the hosted service in a calendar month, regardless of whether the individual is actively accessing the hosted service at any given time.
**Hosted Node**: is defined as a high-performance, Infiniband-enabled server for extending Hadoop clusters on the Oracle Big Data Cloud Service.

**Interaction**: is defined as any API call or notification consumed by any application built on the Oracle Mobile Cloud Service.

**Interactions per Month**: is defined as a request initiated from client browser delivering up to 100K of data in a calendar month. If a request exceeds 100K, it will account for multiple interactions.

**Oracle Compute Unit (OCPU)**: is defined as the CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**OCPU Per Hour**: is defined as an Oracle Compute Unit (OCPU) used in an hour.

**OCPU Per Month**: is defined as one Oracle Compute Unit (OCPU) used in a calendar month. An OCPU Per Month is counted as a full month of service as soon as the service is activated regardless of how often or how long the service is used within the month. For the purpose of Oracle GoldenGate Cloud Service, only (a) the OCPU running the Oracle cloud database from which you capture data and/or (b) the OCPU running the Oracle cloud database where you will apply the data must be counted.

**Processor** is defined in the Definitions and License Metrics section of the Oracle License Definitions and Rules which can be found on oracle.com/contracts.

**TB of Storage Capacity**: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service.

**Storage Pack**: is defined as one hundred (100) GB of file storage across all users per tenant.

**10 Concurrent Connections**: is defined as each Concurrent Messaging Connection which can send and receive up to a total of five million (5,000,000) messages per calendar month. Each Message Push Listener may each use exclusively one Messaging Connection. The number of Message Push Listeners within a Service instance may not exceed the number of Concurrent Messaging Connections within that instance.

**1,000 Messages**: is defined as 1,000 Messages per Month, where one Message is a packet of data sent between (to or from) a Device and Oracle Internet of Things Cloud Service during a calendar month.

**Total Retention Period**: is defined as duration in days for which the ingested data by a specific tenant will continue to be available in Oracle Cloud for online IT Analytics Processing and/or Application Performance Monitoring.

**Total Indexed Size**: is defined as bytes of computer storage space used to store Solr™ indices.
**Oracle Database Public Cloud Services**

**Applicable Part # B77326**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Database Public Cloud Services.

**Eligible Services**

The current Database Public Cloud Services available include:

- Oracle Database Cloud Service
- Oracle Database Backup Cloud Service
- Oracle Database Exadata Cloud Service

During the Services Period of your order, you may consume any Database Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Database Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Database Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Database Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

If you do not wish to pre-pay an amount to Oracle for use of Database Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new Database Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**“Pre-Paid Subscription”**

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Database Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the "Pre-Paid Subscription Period") unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the
end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Database Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible Database Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Database Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Database Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the Database Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Database Cloud Service

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Description
Oracle Database Cloud Service provides a dedicated Oracle Database 11g Release 2 or Oracle Database 12c database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and supports Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console and the services published REST API.

Oracle Database Exadata Cloud Service provides a dedicated Oracle Exadata system, available in quarter-rack, half-rack, and full-rack configurations, on which you can deploy Oracle Database 11.2.0.4 or Oracle Database 12.1.0.2 single-node or multi-node database instances. Each of the quarter, half, or full rack configurations comes with a minimum and maximum number of OCPUs, along with dedicated memory and storage. Exadata Cloud Service instances are enabled with automated customer-controlled backup, patching, and DBMS management, along with Oracle Cloud tooling. Exadata Cloud Service provides broad SQL*NET access and can be used with Oracle Enterprise Manager and other Oracle DBMS tools. You can use Exadata Cloud Service through the Oracle Database Cloud Service console and the services published REST API.

Service Activation, Measurement and Usage
You may begin using the Oracle Database Cloud Service after the Oracle Cloud Service account has been set up for consumption. The Exadata Cloud Service can be used after the Service has been activated. You may view your usage of the Oracle Database Cloud Service and Oracle Exadata Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

• For purposes of Oracle Database Cloud Service - Virtual Image, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

• For purposes of Oracle Database Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

• For purposes of Exadata Cloud Service, usage per the OCPU Per Month metric is measured by calculating the number of OCPUs used per month for all database instances deployed on the allocated Exadata system. Any partial usage in a month will be billed as a full month of use. Fees are based on the number of OCPUs consumed in a month for all database instances, from the time that the first instance is made available for use, until the last instance it is terminated.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”

2. “Unavailable” or “Unavailability” mean:
• When an instance has no external connectivity for a continuous period of 1 minute.

Termination
The Oracle Database Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred
during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

**Oracle Database Backup Cloud Service**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Database Backup Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Storage Capacity</td>
<td>B77079</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>2</td>
<td>Outbound Data Transfer</td>
<td>B77476</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>3A</td>
<td>PUT, COPY, POST or LIST Requests</td>
<td>B77477</td>
<td>1,000 REQUESTS PER MONTH</td>
</tr>
<tr>
<td>3B</td>
<td>GET and all other Requests</td>
<td>B77478</td>
<td>10,000 REQUESTS PER MONTH</td>
</tr>
</tbody>
</table>

**Metrics:**

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH:** is defined as the quantity during a month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

**1,000 REQUESTS PER MONTH:** is defined as maximum of 1,000 Requests per Month, of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.

**10,000 REQUESTS PER MONTH:** is defined as maximum of 10,000 Requests per Month, of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.

**Description**
Oracle Database Backup Cloud Service is designed to provide scalable object storage for your Oracle database backup data. You can use the Oracle Database Backup Cloud Service to perform backup and recovery operations using the RMAN interface. To store Oracle Database backups, You must first purchase the Oracle Database Backup Cloud Service. The Oracle Storage Cloud Service cannot be used to store Oracle Database backups with the RMAN interface.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Database Backup Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle Database Backup Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.
For purposes of Oracle Database Backup Cloud Service-Storage Capacity, Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of each calendar the month to generate Your monthly charges.

For purposes of Oracle Database Backup Cloud Service-Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data Transfer from the Oracle Cloud Service, including downloads by You or transfers over the internet.

For purposes of Oracle Database Backup Cloud Service-Requests Your usage is measured by the quantity of REST API Requests (including PUT, HEAD, POST, COPY, DELETE, GET) You used in the Oracle Database Backup Cloud Service during each calendar month.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Backup Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average of the Error Rates from each one-hour period in any given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as documented in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total storage transactions during a one-hour time interval.
3. A Failed Storage Transactions is any of the following transactions that did not meet the defined “success criteria” when processed.

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
</tbody>
</table>
Termination
The Oracle Database Backup Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Backup Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

Oracle Big Data Public Cloud Services
Applicable Part #
Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Big Data Public Cloud Services.

Eligible Services
The current Big Data Public Cloud Services available include:
- Oracle Big Data Preparation Cloud Service

During the Services Period of your order, you may consume any Big Data Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Big Data Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Big Data Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

Activation, Usage and Billing
The service description for each Big Data Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

“Pay as You Go”
If you do not wish to pre-pay an amount to Oracle for use of Big Data Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new Big Data Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

“Pre-Paid Subscription”
Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Big Data Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the “Pre-Paid Subscription Period”) unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Big Data Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible Big Data Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Big Data Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Big Data Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If you purchased multiple Pre-Paid Subscriptions for the Big Data Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Big Data Cloud Service

<table>
<thead>
<tr>
<th>Oracle Big Data Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Big Data Preparation Cloud Service</td>
<td>B85311</td>
<td>Hosted Named User Per Month</td>
</tr>
</tbody>
</table>

### Oracle Big Data Preparation Cloud Service Metered – Hosted Named User Per Month

Applicable Part # B85311

**Description**

Hosted Named Users of the Oracle Big Data Preparation Cloud Service are authorized to access the data processing capabilities of the Big Data Preparation Cloud Service. This includes the ability to create, edit, and delete transformation scripts, as well as scheduling them for publish using the internal scheduler.

The Oracle Big Data Preparation Cloud Service environment is subject to the following limits:

- Oracle will provision one environment for this Oracle Cloud Service. This environment may be dedicated as a stage environment for non-production use or as a production environment. Additional environments may be purchased subject to additional fees.

### Third Party Web Sites, Platforms and Services
Oracle Big Data Preparation Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

**Termination**
The Oracle Database Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Responsibilities**
The following aspects of service management are the customer’s responsibility. These include, but are not limited to:
The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.
Files uploaded via the Big Data Preparation Cloud Service do not get scanned by anti-virus software. Customer is responsible for checking all uploaded files for the presence of viruses. Oracle accepts no liability for any damage caused by any virus transmitted during the upload process.

**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 Middleware Public Cloud Services**

**Applicable Part # B78388**

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Middleware Public Cloud Services.

**Eligible Services**
The current Middleware Public Cloud Services available include:

- Oracle Java Cloud Service
- Oracle Application Container Cloud Service
- Oracle Documents Cloud Service
- Oracle Sites Cloud Service
- Oracle Integration Cloud Service
- Oracle SOA Suite Cloud Service
- Oracle API Manager Cloud Service
- Oracle Process Cloud Service
- Oracle Managed File Transfer Cloud Service
- Oracle Messaging Cloud Service
- Oracle Mobile Cloud Service
- Oracle Internet of Things Cloud Service
During the Services Period of your order, you may consume any Middleware Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Middleware Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Middleware Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Middleware Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

If you do not wish to pre-pay an amount to Oracle for use of Middleware Public Cloud Services, you will be charged for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new Middleware Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their use. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

**“Pre-Paid Subscription”**

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle Middleware Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the “Pre-Paid Subscription Period”) unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated Middleware Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible Middleware Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated Middleware Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active Middleware Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.
If you purchased multiple Pre-Paid Subscriptions for the Java Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Java Cloud Service

<table>
<thead>
<tr>
<th>Oracle Java Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Java Cloud Service - Standard Edition-Virtual Image-General Purpose</td>
<td>B78553</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service - Standard Edition-Virtual Image-General Purpose</td>
<td>B78554</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-General Purpose</td>
<td>B78555</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-General Purpose</td>
<td>B78556</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-Virtual Image-General Purpose</td>
<td>B78557</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-Virtual Image-General Purpose</td>
<td>B78558</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Standard Edition- General Purpose</td>
<td>B78559</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition- General Purpose</td>
<td>B78560</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition- General Purpose</td>
<td>B78561</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition- General Purpose</td>
<td>B78562</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-General Purpose</td>
<td>B78563</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-General Purpose</td>
<td>B78564</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Standard Edition-Virtual Image-High Memory</td>
<td>B78565</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Standard Edition-Virtual Image-High Memory</td>
<td>B78566</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-High Memory</td>
<td>B78567</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Enterprise Edition-Virtual Image-High Memory</td>
<td>B78568</td>
<td>OCPU PER HOUR</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-Virtual Image-High Memory</td>
<td>B78569</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Java Cloud Service-Suite-Virtual Image-High Memory</td>
<td>B78570</td>
<td>OCPU PER HOUR</td>
</tr>
</tbody>
</table>
Oracle Java Cloud Service-Standard Edition-High Memory B78571 OCPU PER MONTH
Oracle Java Cloud Service-Standard Edition-High Memory B78572 OCPU PER HOUR
Oracle Java Cloud Service-Enterprise Edition-High Memory B78573 OCPU PER MONTH
Oracle Java Cloud Service-Enterprise Edition-High Memory B78574 OCPU PER HOUR
Oracle Java Cloud Service-Suite-High Memory B78575 OCPU PER MONTH
Oracle Java Cloud Service-Suite-High Memory B78576 OCPU PER HOUR

**OCPU PER HOUR:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Compute Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Oracle Compute Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**OCPU PER MONTH:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Database Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPUs come with a pre-defined amount of memory. Oracle Database Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**Description**
Oracle Java Cloud Service provides a cloud-based application server – Oracle WebLogic Server with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling – designed to support any Java application. You can use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Java Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view your usage of the Oracle Java Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Java Cloud Service- Virtual Image, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
- For purposes of Oracle Java Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.
Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   • When an instance has no external connectivity

Termination
The Oracle Java Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Java Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

Oracle Application Container Cloud Service (formerly known as Oracle Java SE Cloud Service)

<table>
<thead>
<tr>
<th>Oracle Application Container Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Application Container Cloud Service -Metered</td>
<td>B83823</td>
<td>GB MEMORY PER HOUR</td>
</tr>
<tr>
<td>Oracle Application Container Cloud Service- Metered</td>
<td>B83824</td>
<td>GB MEMORY PER MONTH</td>
</tr>
</tbody>
</table>

GB MEMORY PER HOUR: is defined as the number of GB’ memory hours allocated as part of Oracle Application Container Cloud Service instance.

GB MEMORY PER MONTH: is defined as the number of GB’ memory hours allocated as part of Oracle Application Container Cloud Service instance in a calendar month.

Description
Oracle Application Container Cloud Service provides a cloud-based environment for the execution of any runtime available within the offering. Rich cloud tooling and comprehensive REST APIs enable customer-controlled application deployment, environment sizing, scaling, runtime language version upgrading, and Flight Recorder control. Oracle Application Container Cloud Service can be used through the Application Container Cloud console for Oracle Application Container Cloud Service. This service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Service Activation, Measurement and Usage
You may begin using the Oracle Application Container Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view your usage of the Oracle Application Container Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes. For purposes of Oracle Application Container Cloud Service, Your usage is measured by calculating the number of GB hours used by You. Pricing is per GB hour consumed for each application instance, from the time an instance is launched until it is terminated or stopped. Each partial GB hour consumed will be billed as a full hour.
**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Application Container Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Application Container Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**
The Oracle Application Container Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Application Container Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Customer Responsibilities**
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 log-in credentials and private keys generated as part of the 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 Cloud Services and performing work on your behalf.

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

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**Oracle Documents Cloud Service and Sites Cloud Services**

<table>
<thead>
<tr>
<th>Oracle Documents Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Documents Cloud Service</td>
<td>B85276</td>
<td>Hosted Named User per Month</td>
</tr>
<tr>
<td>Oracle Documents Cloud Service- Additional Storage</td>
<td>B85277</td>
<td>Storage Pack per Month</td>
</tr>
<tr>
<td>Oracle Sites Cloud Service – Additional Interactions</td>
<td>B85275</td>
<td>Interactions per Month</td>
</tr>
</tbody>
</table>

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

**Interactions per Month**: Request initiated from client browser delivering up to 100K of data in a calendar month. If a request exceeds 100K, it will account for multiple interactions.

**Storage Pack per Month**: is defined as one hundred (100) Gigabytes of file storage across all users per tenant in a calendar month.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Documents Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle Documents Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Documents Cloud Service - Your usage is measured by calculating the number of Hosted Named Users used by You each calendar month.
- For purposes of Oracle Documents Cloud Service – Additional Storage, Your usage is measured by calculating the number of 100 Gigabytes used by You per month.
- For the purpose of Oracle Sites Cloud Service – Additional Interactions, Your usage is measured by calculating the number of interactions used by You per month.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Documents Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Integration Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Termination**

The Oracle Documents Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Documents Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Documents Cloud Service – Hosted Named User Per Month**

**Applicable Part # B85276**

The Oracle Documents Cloud Service environment is subject to a quantity of five hundred (500) GB of file storage across all users per tenant with minimum terms of 10 users and a 12-month subscription.

Each license to the Oracle Documents Cloud Service environment includes the limited right to use the following features of the service: (i) File/Folder Version History (ii) Links and Sharing (iii) Mobile Access (iv) Desktop and Mobile Sync (v) Offline Access (vi) Full-text Search (vii) Rest API access (viii) Integration with WCC On-Premise (ix) SaaS/PaaS integrations (x) Conversations, comments and annotation on files and folders and (xi) Oracle Sites Cloud Service (up to 2500 Interactions per Month) for building websites.

By default Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow unscanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Documents Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be “Your Applications” as defined in the Agreement.
You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, e.g., Section 508 compliance) in connection with use of this Oracle Cloud Service.

**Usage Limits:**
Sites Cloud Service is limited to up to 2500 Interactions per Month. You may purchase additional Interactions per Month separately.

**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](http://www.oracle.com/contracts).

**Oracle Documents Cloud Service – Additional Storage - Storage Pack (100GB)**
Applicable Part # B85277

The Oracle Documents Cloud Service – Additional Storage is subject to the quantity of one hundred (100) GB of file storage across all users per tenant.

**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](http://www.oracle.com/contracts).

**Oracle Sites Cloud Service - Additional Interactions – Interactions per Month (50,000 interactions)**
Applicable Part # B85275

The Oracle Sites Cloud Service - Additional Interactions is subject to the quantity of fifty thousand (50,000) Interactions per Month across all sites and users per tenant.

**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](http://www.oracle.com/contracts).

**Oracle Integration Cloud Service –Hosted Connection Per Month**
Applicable Part # B84706

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

- Oracle Integration Cloud Service

**Hosted Connection per Month:** is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service or Oracle Integration Cloud Service for CX. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected in a calendar month. Web Services that use the same WSDL url and credential are counted as one Connection.

**Usage Limits:** The Oracle Integration Cloud Service is subject to the following quantities:
This Oracle Cloud Service requires at minimum two (2) Connections per month. You may separately purchase up to an additional eight (8) Connections per month, up to a maximum of ten (10) total Connections per month.

A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

**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](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Messaging Cloud Service**

<table>
<thead>
<tr>
<th>Oracle Messaging Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Messaging Cloud Service</td>
<td>B85281</td>
<td>1,000,000 API Calls per Month</td>
</tr>
</tbody>
</table>

**1,000,000 API Calls per Month** is 1,000,000 API calls or notifications consumed by any application built on the service during a month.

**Service Activation, Measurement and Usage** You may begin using the Oracle Messaging Cloud Service after the Oracle Cloud Service account has been set up for consumption. You may view your usage of the Oracle Messaging Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Termination**

The Oracle Messaging Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Database Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Note:** Customer Data sent as messages to an Oracle Messaging Cloud Service instance are considered temporary in nature. When an Oracle Messaging Cloud Service instance is terminated, the service instance will become unavailable and all Customer Data will be immediately deleted.

**Oracle Messaging Cloud Service – 1,000,000 API Calls Per Month**

Applicable Part # B85281

**Description**

Oracle Messaging Cloud Service provides reliable communication between software components allowing customers to send and receive messages from both on-premises and the Oracle Cloud using standard interfaces to achieve a dynamic, automated business workflow environment.
The Oracle Messaging Cloud Service includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

### Oracle Mobile Cloud Service - Metered

<table>
<thead>
<tr>
<th>Oracle Mobile Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Mobile Cloud Service</td>
<td>B84702</td>
<td>10,000 API Calls per Month</td>
</tr>
<tr>
<td>Oracle Mobile Cloud Service- Additional API Calls</td>
<td>B84703</td>
<td>10,000 API Calls per Month</td>
</tr>
<tr>
<td>Oracle Mobile Cloud Service – Additional Storage</td>
<td>B84704</td>
<td>Gigabyte Storage Capacity per Month</td>
</tr>
</tbody>
</table>

**10,000 API Calls per Month**: is defined as 10,000 of any API call or notification consumed by any application built on the Oracle Mobile Cloud Service during a month of the service.

**Gigabyte Storage Capacity per Month**: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

### Service Activation, Measurement and Usage
You may begin using the Oracle Mobile Cloud Service after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle Mobile Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.
- For purposes of Oracle Mobile Cloud Service - Your usage is measured by calculating the number of API Calls used by You during a month of the service.
- For purposes of Oracle Mobile Cloud Service - Storage, Your usage is measured by calculating the amount of Database storage used by You during a month of the service.

### Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Mobile Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

### Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Mobile Cloud Service was in the state of “Unavailable.”. Monthly Uptime Percentage measurements exclude Unplanned Downtime as documented in the Cloud Hosting and Delivery Policies.
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

### Termination
The Oracle Mobile Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Mobile Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.
Oracle Mobile Cloud Service – Metered – 10,000 API Calls per Month

Applicable Part # B84702

Users of Oracle Mobile Cloud Service are authorized to access the following modules or features:

- Mobile Backends, Platform APIs: Push Notification, Storage, Data Offline and Sync, Device Registration, Database, App Policies and Analytics
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework ("MAF") during the Services Term subject to terms and conditions set forth in Your order.

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Program Oracle JavaScript Extension Toolkit (JET). Use of JET is restricted to extending the functionality of the Oracle Mobile Cloud Service and/or creating a web based application that interacts with representational state transfer (REST) services that Oracle Mobile Cloud Service provides.

Usage Limits: The Oracle Mobile Cloud Service is subject to the following quantities:
- One (1) development portal and one (1) deployment environments.
- The deployment environment is limited to three thousand and fifty thousand API calls (10,000 API calls, minimum 35) per month and three (3) GB of Database Storage.
- One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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

Oracle Mobile Cloud Service – Additional API Calls – Metered 10,000 API Calls Per Month

Applicable Part # B84703

This Oracle Mobile Cloud Service-Additional API Calls consists of a block of 10,000 API Calls per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of API Calls expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month. Oracle Mobile Cloud Service-Additional API Calls may be used only for the Oracle Mobile Cloud Service.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.
**Oracle Mobile Cloud Service – Additional Storage – Metered -- Gigabyte Storage Capacity Per Month**

Applicable Part # B84704

This Oracle Mobile Cloud Service-Additional Storage consists of a block of 1 GB of additional storage per month.

Oracle Mobile Cloud Service-Additional Storage may be used only for the Oracle Mobile Cloud Service.

**Oracle Cloud Policies**

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

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**Oracle SOA Suite Cloud Service**

<table>
<thead>
<tr>
<th>Oracle SOA Suite Cloud Service Offering</th>
<th>Part Number</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle SOA Suite Cloud Service</td>
<td>B83461</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle API Manager Cloud Service</td>
<td>B83462</td>
<td>OCPU PER MONTH</td>
</tr>
<tr>
<td>Oracle Managed File Transfer Cloud Service</td>
<td>B83463</td>
<td>OCPU PER MONTH</td>
</tr>
</tbody>
</table>

**OCPU PER MONTH:** is defined as the number of OCPU hours used as part of the Oracle SOA Suite Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. OCPUs come with a pre-defined amount of memory.

**Description**

Oracle SOA Suite Cloud Service offerings consists of a cloud-based application server – Oracle WebLogic Server, installed with the selected software according to the cloud service above, and supports one kind of shape for virtual machines -- High Memory.

You can use the Oracle SOA Suite Cloud Service through the Oracle SOA Suite Cloud Service console. A license for Oracle API Manager Cloud Service includes a restricted use license for Oracle Service Bus that only allows the creation of SOAP- and REST-based services using the HTTP Transport for the sole purpose of exposing APIs through the API Manager Cloud Service Portal and then processing the API flow as a pass-through message through the embedded Service Bus. This license excludes the use of any and all other adapters, transports, content based routing, load balancing, throttling and other Service Bus features not required for pass-through API processing.

This Oracle Cloud Service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Service Activation, Measurement and Usage**

You may begin using the Oracle SOA Suite Cloud Service offering(s) after Oracle has activated Your Oracle Cloud Service account. Your may view your usage of the Oracle SOA Suite Cloud Service in the Oracle SOA Suite Cloud Service console on a daily basis. Oracle will measure Your usage every month for billing purposes.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle SOA Suite Cloud Service offering(s) available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle SOA Suite Cloud Service offering(s) was in the state of “Unavailable.”

2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Third Party Web Sites, Platforms and Services
This Oracle SOA Suite Cloud Service offering(s) 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.

Termination
When an Oracle SOA Suite Cloud Service offering(s) instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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

Oracle Internet of Things Cloud Service-Metered

Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:
   - Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
   - The following Client-side software: the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials*
   - Oracle Java SE Embedded**
   - Development SDK for device applications development

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for use solely with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness. Customer is solely responsible for managing the Java Standard Edition software products, including the implementation, operation, security and maintenance of such products, outside the Services Environment.
1 Oracle Internet of Things Cloud Service for Wearable Devices—Metered (B85270)
   DEVICE PER MONTH includes 1,500 Per Messages Per Month

2 Oracle Internet of Things Cloud Service for Consumer Devices—Metered (B85271)
   DEVICE PER MONTH includes 15,000 Per Messages Per Month

3 Oracle Internet of Things Cloud Service for Telematic Devices—Metered (B85272)
   DEVICE PER MONTH includes 100,000 Per Messages Per Month

4 Oracle Internet of Things Cloud Service for Industrial Devices—Metered (B85273)
   DEVICE PER MONTH includes 100,000 Per Messages Per Month

5 Oracle Internet of Things Cloud Service for Industrial Devices—Metered (B85274)
   DEVICE PER MONTH includes 1,000 MESSAGES PER MONTH

<table>
<thead>
<tr>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Device Per Month</strong>: is defined the maximum number of Devices registered with the Internet of Things Cloud Service during a calendar month. A Device that be directly connected to this Cloud Service, or indirectly connected such as through a gateway device or a third party communications service, is a unique endpoint that is registered with Oracle Internet of Things Cloud Service and is able to send and receive data to or from the Cloud Service. Devices that have been permanently disconnected from this Cloud Service are not counted for purposes of this metric.</td>
</tr>
<tr>
<td><strong>1,000 Messages Per Month</strong>: is defined as the total number of Messages sent during a calendar month. For the purpose of this metric, a Message is a packet of data sent between (to or from) a Device and the Oracle Internet of Things Cloud Service. Data exchanged between Oracle Internet of Things Cloud Service and other Oracle Cloud Services, or on-premise applications, using the Oracle Internet of Things Cloud Service REST API are not counted for purposes of this metric.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Activation, Measurement and Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>You may begin using the Oracle Internet of Things Cloud Service after the Oracle Cloud Service account has been set up for use. You may view Your usage of the Oracle Internet of Things Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.</td>
</tr>
<tr>
<td>• For purposes of Oracle Internet of Things Cloud Service, Your usage is measured on a monthly basis by calculating the number of Devices Per Month registered with the Cloud Service. Each such registered Device includes a number of Messages Per Month as listed in the table above. The number of Messages per Month among all Devices are aggregated, forming a pool comprising the Total Messages Per Month, that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes).</td>
</tr>
<tr>
<td>• Device messages data storage is limited to 500 GB. You can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API.</td>
</tr>
</tbody>
</table>

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

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

**Termination**
The Oracle Internet of Things Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time by Your 30 days advance written notice to Oracle. You are obligated to pay for all charges including those incurred during the notice period. Upon termination of the Internet of Things Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**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, excepting as follows: when the Oracle Internet of Things Cloud Service is terminated, the service instance will remain active for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 days period, the service instance will become unavailable and all of Your Content will be deleted.

**Oracle Process Cloud Service – Metered**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Process Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Oracle Process Cloud Service –Metered</td>
<td>B84705</td>
<td>Hosted Named User per Month</td>
</tr>
<tr>
<td>2</td>
<td>Oracle Process Cloud Service –Participant User - Metered</td>
<td>B85314</td>
<td>Hosted Named User per Month</td>
</tr>
<tr>
<td>3</td>
<td>Oracle Process Cloud Service –Invocation User - Metered</td>
<td>B85315</td>
<td>Hosted Named User per Month</td>
</tr>
</tbody>
</table>

**Oracle Process Cloud Service – Metered-Hosted Named User**

Applicable Part # B84705

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Composition and Lifecycle Management using Process Composer
- Process Application invocation
- Productive Task Management using Process Workspace
- Tracking, Performing process changes, Business control features using Process Workspace
- Real-time Dashboards and Operational Intelligence using Process Workspace
- Process Notifications

**THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.**
Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Process Cloud Service –Participant User - Metered-Hosted Named User
Applicable Part # B85314

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Application invocation
- Productive Task Management using Process Workspace
- Tracking, Performing process changes, Business control features using Process Workspace
- Process Notifications

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

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Process Cloud Service –Invocation User - Metered-Hosted Named User
Applicable Part # B85315

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Application invocation
- Process Notifications

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.
Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**PLATFORM AS A SERVICE -NON-METERED**

Oracle Database Cloud Service – Non-metered- Hosted Environment

<table>
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<tr>
<th>Applicable Part #</th>
<th>Description</th>
</tr>
</thead>
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<td>1 B83493</td>
<td>Oracle Database Cloud Service - Standard Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2 B83494</td>
<td>Oracle Database Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3 B83529</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
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<tr>
<td>4 B83530</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5 B83531 (*)</td>
<td>Oracle Database Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6 B83532 (*)</td>
<td>Oracle Database Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7 B83533 (*)</td>
<td>Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - Non-metered - Hosted Environment</td>
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<tr>
<td>8 B83534 (*)</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - Non-metered - Hosted Environment</td>
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<tr>
<td>9 B83535</td>
<td>Oracle Database Cloud Service - Standard Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
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<td>14 B83540</td>
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<tr>
<td>15 B83541</td>
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<tr>
<td>16 B83542</td>
<td>Oracle Database Cloud Service - Enterprise Edition Extreme Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

(*) These parts are also eligible to run on Oracle Public Cloud Machine (OPCM)
Description

The Oracle Database Cloud Service —Non-metered-environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.

* The following apply to those Oracle Database Cloud Services that are running on Oracle Public Cloud Machine (part numbers B83531, B83532, B83533, B83534)
  • The OPCM hosted Database Cloud Service is dependent on customer also subscribing to Oracle Public Cloud Machine ZS3 Model 268 (part number B86303) or Oracle Public Cloud Machine ZS3 Model 536 (part number B86304)
    o Oracle Public Cloud Machine ZS3 Model 268 requires a initial minimum of five (5) Oracle Database Cloud Service Enterprise Edition (part numbers B83532, B83533, B83534) hosted environments or initial twenty five (25) Oracle Database Cloud Service -Standard Edition (part number B83531) hosted environments
    o Oracle Public Cloud Machine ZS3 Model 536 requires a initial minimum of ten (10) Oracle Database Cloud Service -Enterprise Edition (part numbers B83532, B83533, B83534) hosted environments or initial fifty (50) Oracle Database Cloud Service -Standard Edition (part number B83531) hosted environments
    o Follow-on purchase of Oracle Database Cloud Service is subject to the following quantities per month: 1 (one) OCPU.
    o Note: Any combination of environments may be ordered as long as either the Standard Edition or Enterprise Edition minimum is met.
  • RAC and Data Guard PaaS automation are not supported on OPCM
  • Oracle will install and configure the Oracle Database Cloud Service for OPCM software on OPCM and make it available for you to consume as a service. Oracle will manage the service for the entire contract term.

Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailability” or “Unavailability” mean:
   • When an instance has no external connectivity

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts). excepting as follows: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which
time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Database Backup Cloud Service – Non-metered - TB of Storage Capacity
Applicable Part #B83543
This Oracle Database Backup Cloud Service environment is subject to the following quantities:
One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month. You may purchase multiples of 1 TB in a single Oracle Database Backup Cloud Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Cloud Service and not with any other cloud services - including Oracle Storage Cloud Service.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Backup Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
</tbody>
</table>
Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the *Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Database Backup Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Java Cloud Service -Non-metered-Hosted Environment

<table>
<thead>
<tr>
<th>Applicable Part #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>B83544 Oracle Java Cloud Service - Standard Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2</td>
<td>B83545 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3</td>
<td>B83546 Oracle Java Cloud Service - Suite - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4</td>
<td>B83495 (*) Oracle Java Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5</td>
<td>B83496 (*) Oracle Java Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6</td>
<td>B83549 (*) Oracle Java Cloud Service - Suite - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7</td>
<td>B83550 Oracle Java Cloud Service - Standard Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8</td>
<td>B83551 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>9</td>
<td>B83552 Oracle Java Cloud Service - Suite - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10</td>
<td>B83553 Oracle Java Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11</td>
<td>B83554 Oracle Java Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12</td>
<td>B83555 Oracle Java Cloud Service - Suite - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

(*) These parts are also eligible to run on Oracle Public Cloud Machine (OPCM)

**Description**

The Oracle Java Cloud Service—Non-metered - environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.
Oracle Java Cloud Service provides a cloud-based application server – Oracle WebLogic Server with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling – designed to support any Java application. You can use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

*The following apply to those Oracle Java Cloud Services that are running on Oracle Public Cloud Machine (part numbers B83495, B84396, B83549):

- The Oracle Java Cloud Service is subject to the following quantities per month: 1 (one) OCPU.
- Oracle Developer Cloud Service is not supported and may not be used with Oracle Java Cloud Service running on OPCM.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the [Oracle Cloud Hosting and Delivery Policies](www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Java Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by You) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Database Cloud Service – Multitenant Edition-S5**
Applicable Part # B67335

The Oracle Database Cloud Service-Multitenant Edition –S5 environment is subject to the following quantities: one (1) schema of Oracle Database Enterprise Edition, five (5) GB of Oracle Database storage (approximately 1,000,000 rows of data) and thirty (30) GB data transfer rate per month.

Each subscription to the Oracle Database Cloud Service –S5 includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**Oracle Cloud Policies:**
Your order for this Oracle Cloud Service is subject to the [Oracle Cloud Hosting and Delivery Policies](www.oracle.com/contracts).
**Oracle Database Cloud Service – Multitenant Edition -S20**

Applicable Part # B67336

The Oracle Database Cloud Service-Multitenant Edition-S20 environment is subject to the following quantities: one (1) schema of Oracle Database Enterprise Edition, twenty (20) GB of Oracle Database storage (approximately 6,000,000 rows of data) and one hundred twenty (120) GB data transfer rate a month.

Each license to the Oracle Database Cloud Service –S20 includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Database Cloud Service – Multitenant Edition -S50**

Applicable Part # B67337

The Oracle Database Cloud Service-Multitenant Edition – S50 environment is subject to the following quantities: a one (1) schema of Oracle Database Enterprise Edition, fifty (50) GB of Oracle Database storage (approximately 10,000,000 rows of data) and three hundred (300) GB a month.

Each license to the Oracle Database Cloud Service –Enterprise environment includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Database Cloud Service – Multitenant Edition –BIS50**

Applicable Part # B76846

The Oracle Database Cloud Service-Multitenant Edition –BIS50 environment is subject to the following quantities: a one (1) schema of Oracle Database Enterprise Edition, fifty (50) GB of Oracle Database storage (approximately 10,000,000 rows of data) and three hundred (300) GB a month.

Each license to the Oracle Database Cloud Service - Enterprise environment includes the limited right to use the following features of the service: (i) RESTful Web Services, (ii) Data Loading, (iii) Application Development, (iv) SQL Workshop, and (v) Team Development.

**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 Big Data Cloud Service - Starter Pack

Applicable Part # B81600

The Oracle Big Data Cloud Service – Starter Pack consists of the following:

- A platform designed to run diverse workloads on Hadoop systems and for the development of new Big Data applications and integrations with existing relational data.
- Pre-configured with security features utilizing Apache Sentry, Kerberos, both network encryption and encryption at rest, as well as Oracle Audit Vault and Database Firewall.

Each tenant of Oracle Big Data Cloud Service – Starter Pack ordered by You receives 6 Hosted Nodes with 32 Oracle Compute Units per node. Each node has 256 GB RAM and 48 TB of storage.

The Oracle Big Data Cloud Service – Starter Pack includes a limited right to access the following as part of the use of this Oracle Cloud Service:

- Cloudera’s Distribution including Apache Hadoop, Enterprise Data Hub Edition
- Oracle Big Data Connectors

Termination

When the Oracle Big Data Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.

Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service – Starter Pack available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
- “Unavailable” or “Unavailability” mean:
  - When all nodes have no external connectivity
- An “Oracle Compute Unit” (OCPU) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

Responsibilities

Oracle is responsible for performing the following aspects of service management for this Oracle Cloud Service:

- Initial Operation System setup
- Hadoop configuration and installation
- Network setup
- Network availability
- All Hardware / Firmware / BIOS

All other aspects of service management are Your responsibility, including, but not limited to:

- Operating System maintenance and administration
- Maintenance and administration of all Hadoop services
• Updates and patches to the Hadoop environment
• Updates and patches to the OS environment
• Monitoring of all Hadoop services running on the system

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

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

Oracle Big Data Cloud Service – Additional Nodes
Applicable Part # B81601
Each tenant of Oracle Big Data Cloud Service – Additional Nodes receives additional nodes (in units of 6) with 32 Oracle Compute Units per node. Each node has 256 GB RAM and 48 TB of storage.

The Oracle Big Data Cloud Service – Additional Nodes includes a limited right to access the following as part of the use of this Oracle Cloud Service:

• Cloudera’s Distribution including Apache Hadoop, Enterprise Data Hub Edition
• Oracle Big Data Connectors

Termination
When the Oracle Big Data Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
• “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
• “Unavailable” or “Unavailability” mean:
  o When all nodes have no external connectivity
• An “Oracle Compute Unit” (OCPU) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

Responsibilities
Oracle is responsible for performing the following aspects of service management for this Oracle Cloud Service:

• Initial Operation System setup
• Hadoop configuration and installation
• Network setup
• Network availability
• All Hardware / Firmware / BIOS
All other aspects of service management are Your responsibility, including, but not limited to:

- Operating System maintenance and administration
- Maintenance and administration of all Hadoop services
- Updates and patches to the Hadoop environment
- Updates and patches to the OS environment
- Monitoring of all Hadoop services running on the system

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

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

**Oracle Big Data SQL Cloud Service**
Applicable Part # B81602
The Oracle Big Data SQL Cloud Service provides an architecture designed for SQL on Hadoop, that integrates data in Hadoop and NoSQL with data in Oracle Database.

The Oracle Big Data SQL Cloud Service includes a limited right to access the following as part of the use of this Oracle Cloud Service:

- Oracle Big Data SQL
- Oracle Copy2BDA
- External Tables and Smart Scan functionality on Hadoop

These features are described in the Program Documentation for this Oracle Cloud Service.

**Termination**
When the Oracle Big Data SQL Cloud Service is terminated, Your Content will no longer be available on the service instance. Your Content will remain available in the Oracle Storage Cloud Service for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the Storage Cloud Service for collection purposes. After the 60 day period, the Storage Cloud Service will become unavailable and all of Your Content will be deleted.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
- “Unavailable” or “Unavailability” mean:
  - When all nodes have no external connectivity

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the *Oracle Platform and Infrastructure Services – Public Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).
**Oracle Big Data Preparation Cloud Service - Hosted Named User**

Applicable Part # B83454

**Description**
Hosted Named Users of the Oracle Big Data Preparation Cloud Service are authorized to access the data processing capabilities of the Big Data Preparation Cloud Service. This includes the ability to create, edit, and delete transformation scripts, as well as scheduling them for publish using the internal scheduler.

The Oracle Big Data Preparation Cloud Service environment is subject to the following limits:
- Oracle will provision one environment for this Oracle Cloud Service. This environment may be dedicated as a stage environment for non-production use or as a production environment. Additional environments may be purchased subject to additional fees.

**Third Party Web Sites, Platforms and Services**

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

**Termination**
When an Oracle Big Data Preparation Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Data will be deleted.

- Service may no longer be used for production during the soft termination period

**Responsibilities**
The following aspects of service management are the customer’s responsibility. These include, but are not limited to:

The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.

Files uploaded via the Big Data Preparation Cloud Service do not get scanned by anti-virus software. Customer is responsible for checking all uploaded files for the presence of viruses. Oracle accepts no liability for any damage caused by any virus transmitted during the upload process.

**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](http://www.oracle.com/contracts).
**Oracle Big Data Discovery Cloud Service – Hosted Named User**

**Applicable Part #** B84058

**Description**

The Oracle Big Data Discovery Cloud Service, running on Hadoop, is designed to provide a visual catalog of the data sets in Your service instance.

**Usage Limits:** The Oracle Big Data Discovery Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in Your order
- one (1) Big Data Discovery node with 32 OCPUs
- 256 GB RAM and 48 TB of storage (from the underlying prerequisite Oracle Big Data Cloud Service – Starter Pack)

**Pre-requisites:** You are required to purchase, and maintain for the duration of this Oracle Big Data Discovery Cloud Service, the Oracle Big Data Cloud Service – Starter Pack, the Oracle Storage Cloud Service, and the Oracle Network Cloud Service - VPN for Engineered Systems. If any of these services ends or otherwise lapses, the Oracle Big Data Discovery Cloud Service will immediately end.

**Termination**

Upon the end of an instance of the Oracle Big Data Discovery Cloud Service, Oracle will perform a final backup and archive the backup to the Your Oracle Storage Cloud Service. All software components of the Oracle Big Data Discovery Cloud Service (such as Studio, Dgraph, configuration files, etc) will then be deleted from the service instance and the Big Data Discovery (BDD) Node(s) will then be returned to the underlying Oracle Big Data Cloud Service instance cluster.

Any data published to Hadoop (i.e., HDFS and Hive) during the Service Period of the Oracle Big Data Discovery Cloud Service will remain available in Your Oracle Big Data Cloud Service instance for the duration of that service.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Big Data Cloud Service – Starter Pack available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Big Data Cloud Service was in the state of “Unavailable.”
- “Unavailable” or “Unavailability” mean:
  - When all nodes have no external connectivity
- An “Oracle Compute Unit” (OCPU) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**Your Responsibilities**

Oracle’s performance of the Oracle Big Data Discovery Cloud Service is contingent on Your fulfillment of the
following responsibilities:

- Purchase of sufficient Oracle Cloud Storage Service capacity for Big Data Discovery backup file archiving
- Purchase and provisioning of the underlying Oracle Big Data Cloud Service instance
- Purchase and provisioning of the Oracle Network Cloud Service - VPN for Engineered Systems
- Big Data Discovery Cloud Service provisioning and lifecycle operations, including start, stop, backup and restore
- Big Data Discovery Studio configuration and maintenance
- Operating System maintenance and administration
- Maintenance and administration of all Hadoop services
- Updates and patches to the Hadoop and Oracle Big Data Discovery Cloud Service environment
- Updates and patches to the OS environment
- Successful retrieval and restoration of archived Big Data Discovery backup files
- Monitoring of all Hadoop and Big Data Discovery services running on the system

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

Files uploaded via the Oracle Big Data Discovery Cloud Service do not get scanned by anti-virus software. You are responsible for checking all uploaded files for the presence of viruses. Oracle accepts no liability for any damage caused by any virus transmitted during the upload process.

Oracle Cloud Policies

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

Oracle Database Exadata Cloud Service

<table>
<thead>
<tr>
<th>Oracle Database Cloud - Exadata Service Offerings</th>
<th>Part #</th>
<th>Raw Storage</th>
<th>Usable Storage</th>
<th>Minimum OCPUs</th>
<th>Maximum OCPUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Exadata Cloud Service – Quarter Rack</td>
<td>B86220</td>
<td>144TB</td>
<td>42TB</td>
<td>16</td>
<td>68</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Half Rack</td>
<td>B81634</td>
<td>288TB</td>
<td>84TB</td>
<td>56</td>
<td>136</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Full Rack</td>
<td>B81635</td>
<td>576TB</td>
<td>168TB</td>
<td>112</td>
<td>272</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Additional OCPU</td>
<td>B81636</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Description

Oracle Database Exadata Cloud Service provides a dedicated Oracle Exadata system, available in quarter-rack, half-rack, and full-rack configurations, on which you can deploy Oracle Database 11.2.0.4 or Oracle Database 12.1.0.2 single-node or multi-node database instances. Each of the quarter, half, or full rack configurations comes with a minimum and maximum number of OCPUs, along with dedicated memory and storage per rack. Exadata Cloud Service instances are enabled with automated customer-controlled backup, patching, and DBMS management, along with Oracle Cloud tooling. Exadata Cloud Service provides broad SQL*NET access and can be used with Oracle Enterprise Manager and other Oracle DBMS tools. You can use Exadata Cloud Service through the Oracle Database Cloud Service console and the Services published REST API.
**Service Activation, Measurement and Usage**
You may begin using the Oracle Database Exadata Cloud Service after the Service has been activated.

- For purposes of Exadata Cloud Service, usage per the OCPU Per Month metric is measured by calculating the number of OCPUs used per month for all database instances deployed on the allocated Exadata Hosted Environment. Any partial usage in a month will be billed as a full month of use. Fees are based on the number of OCPUs consumed in a month for all database instances, from the time that the first instance is made available for use, until the last instance it is terminated.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Database Exadata Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud - Exadata Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity for a continuous period of 1 minute.

**Termination**
When an Oracle Database Exadata Cloud Service instance is terminated for production use, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by the Customer) can retrieve and re-organize important Customer Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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

**Oracle Database Backup Cloud Service**
Applicable Part # B76557

This Oracle Database Backup Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests. You may purchase in multiples of 1 TB in a single Oracle Database Backup Cloud Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Cloud Service and not with any other cloud services - including Oracle Storage Cloud Service.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Database Backup Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. Monthly Uptime Percentage = 100 – the average of the Error Rates from each one-hour period in any given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as documented in the Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total storage transactions during a one-hour time interval.

3. A Failed Storage Transactions is any of the following transactions that did not meet the defined “success criteria” when processed.

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Storage Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Internet of Things Cloud Service for Wearable Devices-Device**

Part # B83588

Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:
• Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
• The following Client-side software: the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials*
• Oracle Java SE Embedded**
• Development SDK for device applications development

Usage Limits

• For purposes of Oracle Internet of Things Cloud Service, each Device –includes 1,500 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)
• Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

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

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

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

Oracle Internet of Things Cloud Service for Consumer Devices- Device
Part # B83589
Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:
• Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
• Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials*
• Oracle Java SE Embedded**
Usage Limits

- For purposes of Oracle Internet of Things Cloud Service, each Device –includes 15,000 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)
- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

This Oracle Internet of Things Cloud Service is not intended to hold sensitive or regulated information. You must not use the cloud services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.

Third Party Web Sites, Platforms and Services

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

Oracle Cloud Policies:

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

Oracle Internet of Things Cloud Service for Telematic Devices - Device

Part # B83590

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

- Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs
- Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials
- Oracle Java SE Embedded
- Development SDK for device applications development

Usage Limits
• For purposes of Oracle Internet of Things Cloud Service, each Device –includes 100,000 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)

• Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

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

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

Oracle Internet of Things Cloud Service for Commercial and Industrial Devices—Device
Part # B83591
Users of the Oracle Internet of Things Cloud Service are authorized to access the following modules and features:

• Access to device management, messaging, real-time analytics, integration and access through the Management Console and REST APIs

• Client-side software including the Oracle Internet of Things Cloud Service Gateway, Oracle Internet of Things Cloud Service Client Libraries, samples and tutorials*

• Oracle Java SE Embedded**

• Development SDK for device applications development

Usage Limits

• For purposes of Oracle Internet of Things Cloud Service, each Device –includes 100,000 Messages Per Month. These Messages per Month are aggregated, forming a pool comprising the Total Messages Per
Month that can be sent to or from Oracle Internet of Things Cloud Service. The maximum size of a Message is 32 KB (32768 bytes)

- Device messages data storage is limited to 500 GB. Customers can manage storage using data expiration policy and retrieve data using Oracle Internet of Things Cloud Service REST API

* Client-side software is available from the Oracle Technology Network under an open source license, and is included in this list for completeness.

** The Oracle Internet of Things Cloud Service includes the right to a restricted use and redistribution license for the Java Standard Edition software products in binary form for sole use with Oracle Internet of Things Cloud Service Gateway. The Java Standard Edition software for use with Oracle Internet of Things Cloud Service Gateway is available from the Oracle Technology Network under the terms of the Binary License Redistribution Agreement for IoT Cloud Service (BLRA for IoT), and is included in this list for completeness.

**This Oracle Cloud Service is not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.**

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

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

**Oracle Internet of Things Cloud Service-Additional Messages-1,000 Messages**
Part # B83592

The Additional Messages for Oracle Internet of Things Cloud Service provides an additional 1,000 Messages to those included in Your Oracle Internet of Things Cloud Service.

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

**Oracle Java Cloud Service-SaaS Extension – S1**
Applicable Part # B67338

This Oracle Java Cloud Service-SaaS Extension -S1 environment is subject to the following quantities:
One (1) virtual image of Oracle WebLogic Managed Server one and a half (1.5) GB of Random Access Memory for Java Heap, five (5) GB of file storage and fifty (50) GB data transfer rate.
This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

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**Oracle Java Cloud Service-SaaS Extension – S2**

Applicable Part # B67339

This Oracle Java Cloud Service-SaaS Extension-S2 environment is subject to the following quantities: Two (2) virtual image of Oracle WebLogic Managed Server, three (3) GB of Random Access Memory for Java Heap, ten (10) GB of file storage, two hundred and fifty (250) GB data transfer rate.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

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**Oracle Java Cloud Service-SaaS Extension – S4**

Applicable Part # B67340

This Oracle Java Cloud Service-SaaS Extension-S4 environment is subject to the following quantities: Four (4) virtual image of Oracle WebLogic Managed Server, six (6) GB of Random Access Memory for Java Heap, twenty five (25) GB of file storage and five hundred (500) GB data transfer rate.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

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

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**Oracle Documents Cloud Service – Hosted Named User**

Applicable Part # B76606

The Oracle Documents Cloud Service environment is subject to the quantity of five hundred (500) GB of file storage across all users per tenant.

Each license to the Oracle Documents Cloud Service environment includes the limited right to use the following features of the service: (i) File/Folder Version History (ii) Links and Sharing (iii) Mobile Access (iv) Desktop and Mobile Sync (v) Offline Access (vi) Full-text Search (vii) Rest API access (viii) Integration with WCC On-Premise (ix) SaaS/PaaS integrations (x) Conversations to collaborate on folders and documents and (xi) Oracle Sites Cloud Service (up to 2500 Interactions per Month) for building websites.
By default Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files may not be scanned. You have the option to disable the virus scan and allow unscanned files to be uploaded. Disabling or limiting the virus scan is at your own risk and you bear all liability for any resulting damage. While the Oracle Documents Cloud Service interface will mark files that have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not virus scanned.

This Oracle Cloud Service enables You to deploy software code (such as website templates or other applications) onto websites developed by use of this service. For purposes of this Oracle Cloud Service, such software code shall be deemed to be “Your Applications” as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, e.g., Section 508 compliance) in connection with use of this Oracle Cloud Service.

Usage Limits:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- A maximum of 2,500 Interactions per Month. Additional Interactions per Month may be purchased separately.

**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](http://www.oracle.com/contracts).

**Oracle Documents Cloud Service – Storage Pack (100GB)**

Applicable Part # B76607

The Oracle Documents Cloud Service Storage Pack is subject to the quantity of one hundred (100) GB of file storage across all users per tenant.

**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](http://www.oracle.com/contracts).

**Oracle Sites Cloud Service - Additional Interactions – Interactions per Month**

Applicable Part # B85289

The Oracle Sites Cloud Service - Additional Interactions is subject to the quantity of fifty thousand (50,000) Interactions per Month across all sites and users per tenant.

**Oracle Cloud Policies:**

IaaS and PaaS Public Cloud -Service Descriptions V070516
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 Mobile Cloud Service – 10,000 API Calls Per Month**

Applicable Part #B85278

**Description**

Users of Oracle Mobile Cloud Service are authorized to access the following modules or features:

- Mobile Backends, Platform APIs: Push Notification, Storage, Data Offline and Sync, Device Registration, Database, App Policies and Analytics
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework ("MAF") during the Services Term subject to terms and conditions set forth in Your order.

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Program Oracle JavaScript Extension Toolkit (JET). Use of JET is restricted to extending the functionality of the Oracle Mobile Cloud Service and/or creating a web based application that interacts with representational state transfer (REST) services that Oracle Mobile Cloud Service provides."

**Usage Limits:** The Oracle Mobile Cloud Service is subject to the following quantities:

- One (1) development portal and one (1) deployment environments.
- The deployment environment is limited to three thousand and fifty thousand API calls (10,000 API calls, minimum 35) per month and three (3) GB of Database Storage.
- One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Oracle Cloud Policies:**

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

**Oracle Mobile Cloud Service – Additional API Calls – Non-Metered - 10,000 API Calls Per Month**

Applicable Part #B85279

This Oracle Mobile Cloud Service- Additional API Calls consists of a block of 10,000 API Calls per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of API Calls expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month.
Cloud Service-Additional API Calls may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

**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](http://www.oracle.com/contracts).

**Oracle Mobile Cloud Service – Additional Storage – Non-metered --Gigabyte Storage Capacity Per Month**

Applicable Part # B81599

This Oracle Mobile Cloud Service-Additional Storage consists of a block of 1 GB of additional storage per month for the Services Period of the Oracle Mobile Cloud Services.

Oracle Mobile Cloud Service-Additional Storage may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

**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](http://www.oracle.com/contracts).

**Oracle Process Cloud Service – Non Metered-Hosted Named User**

Applicable Part # B81040

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Composition and Lifecycle Management using Process Composer
- Process Application invocation
- Productive Task Management using Process Workspace
- Tracking, Performing process changes, Business control features using Process Workspace
- Real-time Dashboards and Operational Intelligence using Process Workspace
- Process Notifications

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**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](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.
**Oracle Process Cloud Service – Participant User - Non Metered-Hosted Named User**

Applicable Part # B85287

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Application invocation
- Productive Task Management using Process Workspace
- Tracking, Performing process changes, Business control features using Process Workspace
- Process Notifications

**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](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

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**Oracle Process Cloud Service – Invocation User - Non Metered-Hosted Named User**

Applicable Part # B85288

Users of Oracle Process Cloud Service are authorized to access the following modules or features:

- Process Application invocation
- Process Notifications

**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](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Process Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.
**Oracle Integration Cloud Service – Non-Metered – Hosted Connection**

Applicable Part # B85305

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

- Oracle Integration Cloud Service

**Usage Limits:** The Oracle Integration Cloud Service is subject to the following quantities:

- This Oracle Cloud Service requires at minimum six (6) Connections per month. You may separately purchase up to an additional four (4) Connections per month, up to a maximum of ten (10) total Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

**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](http://www.oracle.com/contracts), excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by You) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Integration Cloud Service – Non-Metered – OCPU**

Applicable Part # B86061

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

- Oracle Integration Cloud Service

This Oracle Cloud Service may be run only on Oracle Public Cloud Machine (OPCM). Oracle will install and configure the Oracle Integration Cloud Service on OPCM. To use the Oracle Integration Cloud Service, You are required to purchase and maintain OPCM for the duration of the Oracle Integration Cloud Service.

**Usage Limits:** The Oracle Integration Cloud Service is subject to the following quantities:

- The Oracle Integration Cloud Service is subject to the following quantities per month: 1 (one) OCPUs. Oracle will install and configure the Oracle Integration Cloud Service for OPCM software on OPCM machine and make it available for you to consume as a service. Oracle will manage the service for the entire Service Period.
- The Oracle Integration Cloud Service can be purchased in fixed increments of 3 OCPUs, with each instance (3-OCPU increment) providing ten (10) Hosted Connections.
- A maximum usage of up to one hundred thousand (100,000) messages per Hosted Connection per day. The size of a message may not exceed a maximum of 512 KB.

**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, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days (provided that You maintain OPMC for this period), during which time service administrators (as configured by You) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Integration Cloud Service – Standard Edition – Hosted Environment**

Applicable Part # B81029

Users of the Oracle Integration Cloud Service–Standard Edition are authorized to access the following module:

- Oracle Integration Cloud Service

**Usage Limits:** The Oracle Integration Cloud Service-Standard Edition is subject to the following quantities:

- This Oracle Cloud Service provides two (2) Hosted Connections per month. You may separately purchase up to an additional four (4) Hosted Connections per month, up to a maximum of six (6) total Hosted Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Hosted Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Integration Cloud Service – Enterprise Edition – Hosted Environment**

Applicable Part # B81030

Users of the Oracle Integration Cloud Service – Enterprise Edition are authorized to access the following module:

- Oracle Integration Cloud Service

**Usage Limits:** The Oracle Integration Cloud Service- Enterprise Edition is subject to the following quantities:

- This Oracle Cloud Service provides six (6) Hosted Connections per month. You may separately purchase up to an additional four (4) Hosted Connections per month, up to a maximum of ten (10) total Hosted Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Hosted Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this service.
Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Integration Cloud Service – Additional Hosted Connections
Applicable Part # B81031

Oracle Integration Cloud Service – Additional Hosted Connections provides additional Hosted Connections, as set forth in Your order, with the Oracle Integration Cloud Service – Standard Edition or Oracle Integration Cloud Service – Enterprise Edition up to the maximums as specified in the applicable Services Descriptions.

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, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Business Intelligence Cloud Service-Hosted Named User
Applicable Part #: B76632

The Oracle Business Intelligence Cloud Service environment is subject to the following quantities
Usage Limits:

- Each subscription to the Oracle Business Intelligence Cloud Service – Enterprise environment includes 30 GBs of file space for metadata and associated files.
- Each hosted user has entitlement to the Oracle Business Intelligence Mobile application posted on the Apple Store and Google Store
- Each Hosted Named User has entitlement to the Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- Oracle will provision two 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, which may be viewed at www.oracle.com/contracts.

Oracle Data Visualization Cloud Service-Hosted Named User
Applicable Part #: B84522
The Oracle Data Visualization Cloud Service is subject to the following quantities

**Usage Limits:**

- A maximum number of Authorized Users (Hosted Named User)
- Each Hosted Named User has entitlement to the Oracle Data Visualization Desktop posted on the Oracle Software Delivery Cloud
- 5 GB of storage for the catalog and snapshots
- 50 GBs of storage for imported data
- Oracle will provision one environment for this Oracle Cloud Service.

**Oracle Cloud Policies:**

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

**Oracle Messaging Cloud Service**

Applicable Part # B75122

This Oracle Messaging Cloud Service environment is subject to the following quantities:

Ten (10) Concurrent Messaging Connections; hundred thousand (100,000) messages per destination, ten thousand (10,000) Queues; ten thousand (10,000) Topics; ten thousand (10,000) Durable Subscriptions; and two and a half (2.5) TB of monthly data transfer.

Each Concurrent Messaging Connection can send and receive up to a total of five million (5,000,000) messages per month. Each Message Push Listener may each use exclusively one Messaging Connection. The number of Message Push Listeners within a Service instance may not exceed the number of Concurrent Messaging Connections within that instance.

The Oracle Messaging Cloud Service includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

*Note*: Customer Data sent as messages to an Oracle Messaging Cloud Service instance are considered temporary in nature. When an Oracle Messaging Cloud Service instance is terminated, the service instance will become unavailable and all Customer Data will be immediately deleted.

**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](http://www.oracle.com/contracts).

**Oracle Log Analytics Cloud Service – Standard Edition – Non metered – 300GB**

Applicable Part # B82690

**Description**
Oracle Log Analytics Cloud Service provides a cloud based application for monitoring, searching, analyzing and visualizing log data from a variety of IT log sources.

Oracle Log Analytics Cloud Service Standard Edition provides up to a total indexed size of three hundred (300) GB per month.

**Termination**
When the Oracle Log Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are described in the Program Documentation for this service.

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

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**Oracle Log Analytics Cloud Service – Enterprise Edition – Non metered - Terrabyte**

Applicable Part # B82691

**Description**

Oracle Log Analytics Cloud Service provides a cloud based application for monitoring, searching, analyzing and visualizing log data from a variety of IT log sources.

Oracle Log Analytics Cloud Service Enterprise Edition provides up to a total indexed size of one (1) TB per month.

**Termination**
When the Oracle Log Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are described in the Program Documentation for this service.

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

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**Oracle IT Analytics Cloud Service – Non metered - Processor**

Applicable Part # B82700

**Description**

Oracle IT Analytics Cloud Service is a cloud based application that provides enterprises with 360-degree insight into the performance, availability, and capacity of their applications and infrastructure investments.
Oracle IT Analytics Cloud Service is licensed based on processors of the servers where the programs are run from which metrics are collected and analyzed within the service.

Authorized user of the IT Analytics Cloud Service have a limited right to the following features:
- IT Analytics applications
- Data Explorer and associated widgets
- Dashboards based on Data Explorer widgets
- Any applicable REST APIs

**Usage Limits**
An annual subscription enables retention of data for up to 13 months.

**Termination**
When the Oracle IT Analytics Cloud Service subscription is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are described in the Program Documentation for this service.

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

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**Oracle Application Performance Monitoring Cloud Service – Standard Edition**

**Applicable Part # B82698**

**Description**
Oracle Application Performance Monitoring Cloud Service provides a cloud based application for monitoring and diagnostics of web and mobile application faults as they arise.

Oracle Application Performance Monitoring Cloud Service provides a cloud based application for monitoring and diagnostics of web and mobile application faults as they arise.

Oracle Application Performance Monitoring Cloud Service provides an unlimited number of named users and the following Total Retention Periods for the data:
- Thirty (30) days of metric data
- Seven (7) days of trace data

Authorized users of the Oracle Application Performance Monitoring Cloud Service have the limited right to use the following features of the service.
- Application server monitoring

**Termination**
When the Oracle Application Performance Monitoring Cloud Service is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data
but the service cannot be used for production purposes. After the 60 day period, the service will become
unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are
described in the Program Documentation for this service.

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

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**Oracle Application Performance Monitoring Cloud Service – Enterprise Edition**

**Applicable Part # B82699**

**Description**

Oracle Application Performance Monitoring Cloud Service provides a cloud based application for monitoring and
diagnostics of web and mobile application faults as they arise.

Oracle Application Performance Monitoring Cloud Service provides an unlimited number of named users and the
following Total Retention Periods for the data.

- Thirty (30) days of metric data
- Seven days of trace data
- Three days access to application log data

Authorized users of the Oracle Application Performance Monitoring Cloud Service have the limited right to use the
following features of the service.

- Application server performance monitoring
- End user monitoring
- Integrated log analytics

**Termination**

When the Oracle Application Performance Monitoring Cloud Service is terminated, the Customer Data associated
with the service will remain active for an additional 60 days. During this time, the customer can view their data
but the service cannot be used for production purposes. After the 60 day period, the service will become
unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are
described in the Program Documentation for this service.

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

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**Oracle Application Builder Cloud Service – Non-metered - Hosted Named User**

**Applicable Part # B82815**

**Description**
Authorized Users (Hosted Named Users) of the Oracle Application Builder Cloud Service are authorized to access the development tools features of Application Builder. This includes the ability to create, edit, delete applications in Application Builder, as well as to stage and publish those applications as part of lifecycle management.

Oracle Application Builder Service allows Named Users to create and host applications along with custom data needed for those applications. You are responsible for the content of these applications and data. ABCS is not designed to handle compliant data. Named Users may upload static resources including but not limited to images, JavaScript files, css files. These static resources are not executed on Oracle’s servers. You are limited to 2GB of storage across all Named Users and 12GB of data transfer in and out of the system per month, including all application resources and data.

Oracle Application Builder Service allows authorized Users to create applications which consume REST services exposed by other Oracle products, including products subject to different Hosting and Delivery policies and terms of service. You are responsible for ensuring that your use of these services complies with the policies and terms governing them.

Third Party Web Sites, Platforms and Services

Oracle Application Builder Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

Termination
When an Oracle Application Builder Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Data will be deleted.

- Service may no longer be used for production during the soft termination period

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 SOA Suite Cloud Service

Oracle SOA Suite Cloud Service – Non-metered – Hosted Environment
Applicable Part # B85285

Description
Oracle SOA Suite Cloud Service consists of a cloud-based application server – Oracle WebLogic Server, installed with SOA Suite with automated customer-controlled provisioning, backup, scaling with cloud tooling – designed to support any SOA Suite integration. Oracle SOA Suite Cloud Service supports one kind of shape for virtual machines -- High Memory. You can use the Oracle SOA Suite Cloud Service through the Oracle SOA Suite Cloud Service console.
This Oracle Cloud Service also includes a Developer Cloud Service environment subject to the following quantities:
12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage,
4 GB for Tasks and Wiki storage.

Usage Limits:
• A maximum number of Hosted Environments as defined in your order.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle SOA Suite Cloud Service available with a Monthly
Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the
month in which Oracle SOA Suite Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
• When an instance has no external connectivity

Third Party Web Sites, Platforms and Services
This Oracle SOA Suite Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or
otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not
responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and
use of such third party Web sites, platforms, and services and are solely responsible for entering into and
compliance with separate terms with such third party. Oracle is not responsible for the security, protection or
confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing
Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

Termination
When an Oracle SOA Suite Cloud Service instance is terminated, the service instance will remain active for an
additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize
Your Content on the service instance for collection purposes, but the service instance can no longer be used for
production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content
will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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

Oracle API Manager Cloud Service – Non-metered – Hosted Environment
Applicable Part # B85286
Description
Oracle API Manager Cloud Service consists of a cloud-based application server – Oracle WebLogic Server, installed
with API Manager with automated customer-controlled provisioning, backup, scaling with cloud tooling – designed
to support any SOA Suite integration. Oracle API Manager Cloud Service supports one kind of shape for virtual
machines -- High Memory. You can use the Oracle API Manager Cloud Service through the Oracle API Manager
Cloud Service console. A license for API Manager Cloud Service includes a restricted use license for Oracle Service
Bus that only allows the creation of SOAP- and REST-based services using the HTTP Transport for the sole purpose
of exposing APIs through the API Manager Cloud Service Portal and then processing the API flow as a pass-through
message through the embedded Service Bus. This license excludes the use of any and all other adapters,
transports, content based routing, load balancing, throttling and other Service Bus features not required for pass-through API processing.

This Oracle Cloud Service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Usage Limits:
- A maximum number of Hosted Environments as defined in your order.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle API Manager Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle API Manager Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Third Party Web Sites, Platforms and Services
This Oracle API Manager Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

Termination
When an Oracle API Manager Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

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

Oracle Managed File Transfer Cloud Service – Non-metered – Hosted Environment
Applicable Part # B85282
Description
Oracle Managed File Transfer Cloud Service consists of a cloud-based application server – Oracle WebLogic Server, installed with Managed File Transfer with automated customer-controlled provisioning, backup, scaling with cloud tooling – designed to support any SOA Suite integration.
This Oracle Cloud Service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Usage Limits:

- A maximum number of Hosted Environments as defined in your order.

Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Managed File Transfer Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Managed File Transfer Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Third Party Web Sites, Platforms and Services

This Oracle Managed File Transfer Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

Termination

When an Oracle Managed File Transfer Cloud Service instance is terminated, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

Oracle Cloud Policies

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

Oracle GoldenGate Cloud Service - Non-Metered –Hosted Environment

Applicable Part # B85310

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

- Oracle GoldenGate Cloud Service

The service environment is subject to the following quantities: 1 TB of local block storage, 31 GB of Memory, 5 OCPU cores or 1TB of local block storage, 7.5 GB of Memory, 1 OCPU core.

The terms referenced in this Service Description are described in the Program Documentation for this service.

Service Activation, Measurement and Usage
You may begin using the Oracle GoldenGate Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view your usage of the Oracle GoldenGate Cloud Service in the Oracle GoldenGate Cloud Service console on a daily basis. Oracle will measure your usage every month for billing purposes.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle GoldenGate Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle GoldenGate Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no access to the virtual machine

**Third Party Web Sites, Platforms and Services**
This Oracle GoldenGate Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle’s Privacy Policy) that is transmitted to such third parties.

**Termination**
The Oracle GoldenGate Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle GoldenGate Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**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 IaaS Public Cloud Services**
Applicable Part # B77077
Oracle will provide you with a Cloud Services Account which allows you to activate and use eligible Oracle IaaS Public Cloud Services.

**Eligible Services**
The IaaS Public Cloud Services currently available are:
- Oracle Compute Cloud Service
- Oracle Storage Cloud Service
• Oracle Network Cloud Service

During the Services Period of your order, you may activate any IaaS Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to activate any new IaaS Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of an IaaS Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

Activation, Usage and Billing

The service description for each IaaS Public Cloud Service describes how you activate the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1. “Pay as You Go” or 2. “Pre-paid Subscription”

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

“Pay as You Go”

If you do not wish to pre-pay an amount to Oracle for use of IaaS Public Cloud Services, you will be charged for the actual usage of all services that you activate within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). If during the Services Period of your order Oracle makes available new IaaS Public Cloud Services within your Cloud Services Account, Oracle will notify you of any fees that would apply to their activation and use. You will not be charged for any IaaS Public Cloud Service that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

“Pre-Paid Subscription”

Oracle allows you the flexibility to pre-pay an amount to Oracle to be applied towards the future usage of eligible Oracle IaaS Public Cloud Services (the “Oracle Pre-Paid Subscription”). The Services Period for the Oracle Pre-Paid Subscription is a twelve (12) month period commencing on the day the User login names and password are issued to you (the "Pre-Paid Subscription Period"), unless otherwise specified in Your Ordering Document. The Oracle Pre-Paid Subscription must be used within the 12 month Pre-Paid Subscription Period and will expire at the end of that period, and any pre-paid unused amounts are non-refundable and are forfeited at that time. The Oracle Pre-Paid Subscription balance shall be decremented on a monthly basis reflecting your actual usage for the prior month at the rates for each activated IaaS Public Cloud Service as defined in your order. If Oracle adds additional service offerings to list of eligible IaaS Public Cloud Services within your Cloud Account during the Pre-Paid Subscription Period, you may activate and use those service offerings based on Oracle’s then current price list defined in Oracle’s “Pay as You Go” Rate Card.

If you deplete your Oracle Pre-Paid Subscription before expiration of the Pre-Paid Subscription Period and continue to use any activated IaaS Public Cloud Services, you will be charged additional fees for your use of the services. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card.

If you placed your order through an Oracle Partner and you deplete your Oracle Pre-Paid Subscription and continue to use any active IaaS Public Cloud Services, you will be charged additional fees directly from Oracle for your additional usage. The fees for the additional usage will be based on Oracle’s then current price list as defined in the “Pay as You Go” Rate Card. Oracle will send invoices for the additional usage to you at the Billing Contact provided to Oracle by the Partner; you are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.
If you purchased multiple Pre-Paid Subscriptions for the IaaS Public Cloud services, Oracle will apply charges for your use of the services in the order of the earliest of the Pre-Paid Subscription purchased by you.

### Oracle Compute Cloud Service

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<thead>
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<th>Metric</th>
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**Metrics:**

**OCPU PER HOUR:** is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Compute Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Oracle Compute Cloud Service supports two kinds of shapes for virtual machines - General Purpose and High Memory. High-Memory shapes have more memory associated with an OCPU than the General Purpose shapes.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH:** is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

**STATIC IP PER HOUR:** is defined as the number of Static IP hours used as part of the Oracle Compute Cloud Service. These hours could include additional static IPs associated with a running instance or static IPs that are not associated with any running instance.

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**ONE MILLION IO REQUESTS PER MONTH:** is defined as the maximum of one million IO requests during a calendar month of the Oracle Cloud Service of the type of Block Storage IO Requests You use in the Oracle Cloud Service.

**PER SERVER HOUR:** is the number of hours from when a given server is launched until it is terminated. Each partial server-hour consumed will be billed as a full hour.
Description
Oracle Compute Cloud Service is an infrastructure service designed to provide elastic compute capacity, enabling you to activate virtual machine environments in response to your business needs and end them when no longer needed. You can use the Oracle Compute Cloud Service through the Oracle Compute Cloud Service console.

Service Activation, Measurement and Usage
You may begin using the Oracle Compute Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view Your usage of the Oracle Compute Cloud Service in the Oracle Compute Cloud Service console on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Compute Cloud Service-Compute Capacity, your usage is measured by calculating the number of OCPU hours used by you. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped. Each partial OCPU hour consumed will be billed as a full hour.

- For purposes of Oracle Compute Cloud Service-Outbound Data Transfer, your usage is measured by calculating for the calendar month the total GB of Outbound Data transfer from the Oracle Cloud Service, including downloads by You or transfers over the internet.

- For purposes of Oracle Compute Cloud Service-Static IP, your usage is measured by calculating the number of additional Static IP’s associated with a running instance along with the number of static IP’s that are not associated with any running instance. The first static IP associated with a running instance is provided at no cost.

- For purposes of Oracle Compute Cloud Service- Block Storage Capacity, your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by you during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of the calendar month to generate Your monthly charges.

- For purposes of Oracle Compute Cloud Service- Block Storage IO Requests, your usage is measured by the quantity of Block Storage IO Requests You used in the Oracle Compute Cloud Service during each calendar month.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Compute Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Oracle Compute Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all your instances have no external connectivity
   - When all of your attached block storage volumes are inaccessible

Replenishment of Account
Your Cloud Services Environment will be provisioned in accordance with your estimated usage. You are responsible for monitoring your usage; once you reach your estimated usage limit, to maintain your Oracle Compute Cloud Service, you will be required to increase your usage estimate in accordance with the terms of your order. If you do not increase your usage estimate within the time permitted, your Oracle Storage Cloud Service will terminate as described below.
**Termination**

The Oracle Compute Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Compute Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

**Oracle Cloud Policies**

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

---

**Oracle Storage Cloud Service**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Storage Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Storage Capacity</td>
<td>B77078</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>2</td>
<td>Outbound Data Transfer</td>
<td>B77473</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>3A</td>
<td>PUT, COPY, POST or LIST Requests</td>
<td>B77474</td>
<td>1000 REQUESTS PER MONTH</td>
</tr>
<tr>
<td>3B</td>
<td>GET and all other Requests</td>
<td>B77475</td>
<td>10000 REQUESTS PER MONTH</td>
</tr>
<tr>
<td>4</td>
<td>Archive Storage Capacity - Storage</td>
<td>B82623</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>5</td>
<td>Archive Storage Capacity - Data Retrieval</td>
<td>B82624</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>6</td>
<td>Outbound Data Transfer to another data center (intra-region)</td>
<td>B82626</td>
<td>GIGABYTE OUTBOUND DATA TRANSFER PER MONTH</td>
</tr>
<tr>
<td>7</td>
<td>Archive Storage Penalties - Deleting objects earlier than 90 days</td>
<td>B82629</td>
<td>GIGABYTE STORAGE CAPACITY PER MONTH</td>
</tr>
<tr>
<td>8</td>
<td>Archive Storage Penalties - Small reads &amp; writes (objects &lt; 10 MB)</td>
<td>B82630</td>
<td>1000 REQUESTS PER MONTH</td>
</tr>
</tbody>
</table>

**Metrics:**

**GIGABYTE STORAGE CAPACITY PER MONTH:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**GIGABYTE OUTBOUND DATA TRANSFER PER MONTH:** is defined as the quantity during a month of the Oracle Cloud Service of both the data You download from the Oracle Cloud Service and any transfer of data from the Oracle Cloud Service over the internet including responses to Your client requests.

**1,000 REQUESTS PER MONTH:** is defined as maximum of 1,000 Requests per Month, of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.
**10,000 REQUESTS PER MONTH:** is defined as maximum of 10,000 Requests per Month of the type of REST API Requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET.

**Description**
Oracle Storage Cloud Service is an object storage service that allows Your Users to store and access data via the Internet. Access to data within the Oracle Storage Cloud Service is through an OpenStack Swift compatible REST API and Java library. To store Oracle Database backups, You must purchase the Oracle Database Backup Cloud Service.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Storage Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view Your usage of the Oracle Storage Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

- For purposes of Oracle Storage Cloud Service-Storage Capacity, Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by You during each month. Usage data is collected at one-hour intervals and the storage usage is measured in “TimedStorage-ByteHrs” which are added up at the end of each calendar month to generate Your monthly charges.

- For purposes of Oracle Storage Cloud Service-Outbound Data Transfer, Your usage is measured by calculating for each calendar month the total GB of Outbound Data transfer from the Oracle Cloud Service, including downloads by you or transfers over the internet.

- For purposes of Oracle Storage Cloud Service-Outbound Data Transfer to another data center (intraregion), Your usage is measured by calculating for each calendar month the total GB of data transferred from one Oracle Cloud data center to another Oracle Cloud data center within the same Oracle Cloud Region, including transfers by you and transfers on behalf of you based on your geographic replication policy selection.

- For purposes of Oracle Storage Cloud Service-Requests, Your usage is measured by the quantity of REST API Requests (including PUT, HEAD, POST, COPY, DELETE, GET) You used in the Oracle Storage Cloud Service during each calendar month.

- For purposes of Oracle Storage Cloud Service – Archive Storage Penalties-Deleting objects earlier than 90 days, Your usage is measured by the sum of all Pro-rated Early Delete Gigabytes from all containers with the storage class attribute of "archive".

- For purposes of Oracle Storage Cloud Service – Archive Storage Penalties -Small reads & writes (objects < 10 MB), Your usage is measured by the quantity of REST API Requests (including PUT, POST, COPY, GET) You used against objects from all containers with the storage class attribute of "archive" during the calendar month.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

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</table>

4. Pro-rated Early Delete Gigabytes = Pro-rated Early Delete Days * size of Early Delete Object in gigabytes

5. Pro-rated Early Delete Days = (90 - the number of days an Early Delete Object was stored) / 90

6. Early Delete Object = An object that was stored in a container with the storage class attribute of "archive" and was deleted before the object had been stored for less than 90 days.

Termination
The Oracle Storage Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Storage Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

Oracle Storage Cloud Service - Storage Appliance Import - Non-metered - Device
Applicable Part # B85964

Description of Service

IaaS and PaaS Public Cloud -Service Descriptions V070516  pg. 72
Oracle will provide you with the following bulk data import services to assist you to migrate Your Content to your Oracle Storage Cloud Services Environment (“Services”):

- Participate in an introductory telephone conference call with your primary contact to review the Services.
- Deliver to the shipping dock at Your Location identified at the top of Your order, or a site mutually agreed to between Your primary contact and Your Oracle primary contact (the “Delivery Location”), one ZFS Storage Appliance (“Hardware”).
- Upon Your request, pick up the Hardware at the Delivery Location and transport it to an Oracle location.
- Upon receipt of the Hardware at an Oracle location, Oracle will:
  - Decrypt Your Content using Your encryption key;
  - Import Your Content from the Hardware to your Oracle Storage Cloud Services Environment; and
  - Delete or otherwise render inaccessible any of Your Content from the Hardware.

**Hardware**

You have the limited, non-exclusive, royalty free, non-transferable, non-assignable (except as stated in the Master Agreement) right to use the Hardware subject to the terms of Your order and these Services solely to import Your Content to the Hardware for a period of 30 days from the date the Hardware is delivered at the Delivery Location. The Hardware shall include the Hardware equipment, including components, options and spare parts. Oracle will maintain all title and ownership to the Hardware. You may not open the Hardware or remove or tamper with any security labels on the Hardware.

You have the right to use the operating system delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the operating system and any operating system updates delivered as a part of the Storage Cloud Support Services only as incorporated in, and as part of, the Hardware.

You have the limited, non-exclusive, royalty free, non-transferable, non-assignable (except as stated in the Master Agreement) right to use integrated software delivered with the Hardware subject to the terms of Your order and these Services. The term integrated software is defined as software embedded in the hardware which is essential to hardware functionality (e.g., firmware). You are licensed to use that integrated software and any integrated software updates delivered as part of the Storage Cloud Support Services only as incorporated in, and as part of, the Hardware.

The operating system or integrated software may include separate works, identified in a readme file, notice file or the applicable documentation, that are licensed under open source or similar license terms; Your rights to use the operating system and integrated software under such terms are not restricted in any way by the Agreement governing Your Cloud Services. The terms associated with such separate works can be found in the readme files, notice files or in the documentation accompanying the operating system and integrated software.

You may not make copies of the operating system and integrated software. You shall not remove any copyright notices or labels on the operating system or integrated software. You shall not decompile or reverse engineer (unless required by law for interoperability) the operating system or integrated software. Oracle will have no obligation to deliver the source code for the operating system or integrated software to you.

You agree to return the Hardware to Oracle in good working condition. You agree not to modify or remove any labels or tags on the Hardware. In the event the Hardware received by Oracle is damaged and/or missing key features then Oracle will invoice you for the damages. You must ensure that there are no hazardous or counterfeit materials introduced after the original delivery of the Hardware to You that make the Hardware unsuitable for lawful use, recycling or other disposition by Oracle.

**Your Obligations and Project Assumptions**
In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

**Your Obligations:**
- Obtain Oracle Storage Cloud Services Environment and maintain such Cloud Services for the duration of the Services.
- Provide data center space, power, and network connections for the Hardware and be responsible for installing, configuring, operating and maintaining Hardware connectivity for importing Your Content to the Hardware per Oracle’s specifications. You acknowledge that to operate certain Hardware your facility must meet a minimum set of requirements as described in the Hardware documentation and such requirements may change from time to time, as communicated by Oracle to you in the applicable Hardware documentation.
- De-install the appliance per Oracle’s specifications.
- Encrypt Your Content and securely copy Your Content onto the Hardware per Oracle’s specifications.
- Verify Your Content is copied to and accessible in your Oracle Storage Cloud Services Environment and maintain a copy and backups of all Your Content until You have completed such verification.
- Appoint a primary contact with administrative access to Your Oracle Storage Cloud Services.
- Once Your Content is copied to the Hardware and prior to pick up, switch the Hardware into unusable state as specified by Oracle.
- Submit a services request to schedule delivery and pick up of the Hardware and make available the Hardware for pick up by Oracle per Oracle’s specifications within 30 days from the date of delivery of the Hardware at the Delivery Location.
- Provide Oracle the encryption key for Your Content on the Hardware and access to your Services Environment as specified by Oracle.
- Not copy to the Hardware or provide Oracle with or access to or any health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless expressly specified in Your order.
- Ensure the shipping dock at the Delivery Location meets Oracle’s specifications and is the appropriate size for delivery and pick up of the Hardware.
- Maintain a copy of the data being migrated to Oracle Storage Cloud Service until migration is complete and verified by you as being complete and accessible.
- Use the Services within twelve (12) months from the effective date of Your order (“Services Period”). You agree that any of the Services not used within the Services Period will be automatically forfeited by You with no further action required of either party.

**Project Assumptions:**
- All services will be delivered in English.
- All services will be delivered remotely.
- Your Content is migrated from the Hardware to Your Storage Cloud Service Environment as-is. We do not guarantee that all of Your Content will be copied. A Transfer Log will be provided which states which files were successfully copied.
- Files are automatically segmented by Oracle into 5GB or less segments and uploaded to Your Oracle Storage Cloud Service Environment as a Static Large Object.
- Files with the same name on the Hardware and Your Storage Cloud Service Environment will be overwritten in Your Storage Cloud Service Environment.
- If You have opened or tampered with the security labels on the Hardware or Your encryption key is lost or corrupted before Oracle decrypts Your Content, Your Content on the Hardware must be discarded.
- Services will import up to four hundred (400) terabytes of data.
- The flattened path of each file is less than 1024 bytes. Files with flattened paths larger than 1024 bytes will not be imported.
• Oracle will have no responsibility for set-up of the appliance or Your internal computing environment, including such items as installation of networking software, Internet software and connection.
• The Hardware will be delivered via a delivery method determined by Oracle.
• Oracle may make product substitutions and modifications as Oracle deems appropriate.
• Your acceptance of the Hardware occurs upon delivery and return of the Hardware to Oracle is upon Oracle’s receipt of the Hardware at Oracle’s location.
• The Services are subject to Oracle Storage Cloud Services replication policies.
• Oracle is not responsible for any data lost or damaged including lost or damaged as part of the warranty return or repair process nor for any associated data restoration.
• Your primary contact will contact the Oracle primary contact to initiate the Services and the parties primary contacts will mutually agree as to a date and time for the introductory telephone conference and an estimated date for delivery of the Hardware.

Export
Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Hardware (including any integrated software and operating system(s)). You agree that such export laws govern your use of the Hardware (including any integrated software and operating system(s)) and any services deliverables provided, and you agree to comply with all such export laws and regulations (including “deemed export” and “deemed re-export” regulations). You agree that information, Hardware (including any integrated software and operating system(s)) and/or materials resulting from services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology. You shall include the following notice on packing lists, commercial invoices, shipping documents and other documents involved in the transfer, export or re-export of the Hardware (including any integrated software and operating system(s)): “These commodities, technology, software or hardware (including any integrated software and operating system(s)) were exported in accordance with U.S. Export Administration Regulations and applicable export laws. Diversion contrary to applicable export laws is prohibited.

Oracle Network Cloud Service – VPN Connection – Metered – Bare Metal

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Network Cloud Service Offering</th>
<th>Part #</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Oracle Network Cloud Service - VPN Connection - Metered – Bare-Metal</td>
<td>B</td>
<td>PER VPN CONNECTION HOUR</td>
</tr>
</tbody>
</table>

Metrics:

PER VPN CONNECTION HOUR: is defined as the price per provisioned VPN connection measured hourly. Each partial VPN Connection-hour consumed is billed as a full hour.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Network Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Oracle Network Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   • When all of your VPN Connections are inaccessible

Replenishment of Account
Your Cloud Services Environment will be provisioned in accordance with your estimated usage. You are responsible for monitoring your usage; once you reach your estimated usage limit, to maintain your Oracle
Network Cloud Service, you will be required to increase your usage estimate in accordance with the terms of your order. If you do not increase your usage estimate within the time permitted, your Oracle Storage Cloud Service will terminate as described below.

**Termination**
The Oracle Network Cloud Services will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Network Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

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

Applicable Part # B75123

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests. You can purchase in multiples of 1 TB in a single Oracle Storage Cloud Service instance.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

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<td>HEAD request on a known account</td>
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Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Storage Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Storage Cloud Service – Non-metered - TB of Storage Capacity**

Applicable Part #B83456

This Oracle Storage Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
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**Oracle Cloud Policies:**

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**Oracle Compute Cloud Service - Block Storage - Non-metered - TB of Storage Capacity**

Applicable Part #B83455

This Oracle Compute Cloud Service - Block Storage environment is subject to the following quantities:

One (1) TB of storage capacity.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Block Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Compute Cloud Service - Block Storage was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all of your attached block storage volumes are inaccessible

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Compute Cloud Service – Block Storage is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content.
Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Compute Cloud Service – Non-Metered**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Compute Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 500 – Non-Metered</td>
<td>B82811</td>
<td>Hosted Environment (subject to the quantity of five hundred (500) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td>1B</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 1000 – Non-Metered</td>
<td>B82812</td>
<td>Hosted Environment (subject to the quantity of one thousand (1000) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td>1C</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 1500 – Non-Metered</td>
<td>B82813</td>
<td>Hosted Environment (subject to the quantity of one thousand five hundred (1500) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td>1D</td>
<td>Oracle Compute Cloud Service - Dedicated Compute Capacity - Model 2000 – Non-Metered</td>
<td>B82814</td>
<td>Hosted Environment (subject to the quantity of two thousand (2000) OCPU’s of dedicated compute capacity)</td>
</tr>
<tr>
<td>1G</td>
<td>Oracle Compute Cloud Service - Compute Capacity - 1 OCPU - Non-Metered</td>
<td>B85643</td>
<td>Hosted Environment (subject to the quantity of one OCPU of dedicated compute capacity)</td>
</tr>
</tbody>
</table>

**Metrics:**

**OCPU:** An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

**Gigabyte Storage Capacity Per Month:** is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the service.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Compute Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which the Oracle Compute Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When all your instances have no external connectivity
   - When all of your attached block storage volumes are inaccessible
Oracle Compute Cloud Service - Compute Capacity - 1 OCPU - Non-Metered permits you to use additional capacity above Your non-metered subscription rate (also referred to as “bursting”). You will be charged per hour and billed monthly in arrears for this increased capacity (using the “Pay as You Go” model). Pricing for this increased capacity will be based on the current Per Hour list price for this service available at cloud.oracle.com.

Your non-metered subscription rate is based on the quantities (e.g. 1 OCPU) that are included in your non-metered subscription service.

Your total capacity (subscription rate plus bursting), cannot exceed two times (2x) your subscription rate. For example: if You have purchased a subscription that allows 4 OCPUs per month, Your bursting would be capped at a total of 8 OCPUs for that service.

Oracle Network Cloud Service –Non Metered

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Network Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>Oracle Network Cloud Service - VPN for Engineered Systems – Non Metered</td>
<td>B85685</td>
<td>VPN Connection</td>
</tr>
</tbody>
</table>

**Metrics:**

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

**Description**

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

Usage Limits: Oracle Network Cloud Service - VPN for Engineered Systems is subject to usage limits based upon:

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

**Oracle Cloud Policies**

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

Oracle Network Cloud Services–Non Metered:

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Network Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oracle Network Cloud Service - FastConnect Partner Edition – Equinix - Port Speed 1G</td>
<td>B85682</td>
<td>Gbps THROUGHPUT</td>
</tr>
<tr>
<td></td>
<td>Oracle Network Cloud Service - FastConnect Partner Edition – Equinix - Port Speed 10G</td>
<td>B85683</td>
<td>Gbps THROUGHPUT</td>
</tr>
</tbody>
</table>

**Metrics:**

**Gbps THROUGHPUT:** is defined as gigabits (1073741824 bits) of data that can be sent per second through the Oracle Network Cloud Service.

**Description**
Oracle Network Cloud Service - FastConnect is a network connectivity service that is designed to provide you with a faster connection between your datacenter and your Oracle Cloud Services. Oracle provides the FastConnect Partner Edition - Equinix service either through direct connectivity to your network routers, or through a Network Service Provider or exchange provider (Equinix Cloud Exchange) using layer 3 BGP peering. Using FastConnect, your network traffic may be routed over a dedicated path in the locations where you establish this connectivity.

Oracle will make FastConnect available at specific Oracle network end-points. You are responsible to provision FastConnect for each Oracle end-point to which you desire connectivity using FastConnect.

**Your Obligations**

To connect to the Oracle Cloud Services using FastConnect, you must provision your own network equipment capable of supporting Layer3 routing using BGP and manage the configuration on your network devices. You are responsible for managing the physical security of your own infrastructure and implementing any additional tools or equipment such as firewalls to address your organization’s data security requirements.

To establish direct connectivity through FastConnect, you must acquire, and maintain for the duration of your Oracle Cloud Service:

- The Oracle Network Cloud Service FastConnect Partner Edition - Equinix
- Network connectivity from your network edge to Equinix Cloud Exchange, purchased from a Network Service Provider or from Equinix
  - You are solely responsible for your relationship with the Network Service Provider or Equinix, including compliance with their terms, policies, procedures and financial obligations applicable to the services acquired from them.

Oracle Network Cloud Service - FastConnect Partner Edition is designed to provide redundancy through redundant edge routers at Oracle. When using FastConnect-Partner Edition you must work directly with Equinix to establish redundant connections to Equinix Cloud Exchange. You are required to manage the routing configurations between your network and Oracle and test the failover prior to enabling production traffic over FastConnect.

Oracle Network Cloud Service - FastConnect Partner Edition does not provide encryption. You may use an IPSec VPN or other encryption method if you require encryption.

**Service Activation, Measurement and Usage**

You may begin using the Oracle Network Cloud Service - FastConnect after Oracle has activated your Oracle Cloud Service account.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Network Cloud Service – FastConnect - Equinix available with a Monthly Uptime Percentage of 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. Monthly Uptime Percentage = 100 – the percentage of Unplanned Downtime in a given month of the Services Period. The Unplanned Downtime percentage is calculated as total number of minutes of Unavailability in a month divided by the total number of minutes in that month. Unplanned Downtime and Unavailability do not include any time during which the services or any service component are Unavailable for the reasons defined in the Cloud Hosting and Delivery Policies or as otherwise caused by or resulting from your Network Service Provider or Equinix Cloud Exchange.

2. “Unavailable” or “Unavailability” means
   a. When all your instances of your Oracle Cloud Service that are configured for access via FastConnect are unreachable or have no external IP-level connectivity.

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

**Oracle Network Cloud Services—Non Metered:**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Network Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oracle Network Cloud Service - FastConnect Partner Edition – BT Cloud Connect - Port</td>
<td>B86382</td>
<td>Hosted Environment</td>
</tr>
</tbody>
</table>

**Metrics:**

**Port:** is defined as the number of Interconnect ports through which data can be exchanged with Oracle Cloud Services through BT Cloud Connect.

**Gbps THROUGHPUT:** is defined as gigabits (1073741824 bits) of data that can be sent per second through the Oracle Network Cloud Service - FastConnect.

**Hosted Environment:** provides one Port

**Description**

Oracle Network Cloud Service - FastConnect is a network connectivity service designed to provide You with a direct connection between Your datacenter and your Oracle Cloud Services. The FastConnect service is provided either through direct cross-connect to your network routers, or through Your partners, such as Network Service providers or Exchange providers, using Layer3 BGP peering. Using the FastConnect service, Your network traffic will be routed over a dedicated path in the locations where you establish this connectivity.

Oracle enables the Oracle Network Cloud Service – FastConnect-Partner Edition – BT Cloud Connect through interconnection with BT Cloud Connect.

Oracle will make FastConnect-Partner Edition-BT Cloud Connect available at specific Oracle network end-points. You are responsible to provision FastConnect-Partner Edition – BT Cloud Connect at each Oracle end-point to which You desire connectivity using FastConnect.

**Your Obligations**

To connect to the Oracle Cloud Services using FastConnect-Partner Edition-BT Cloud Connect, you must be an existing BT IP Connect MPLS IP VPN customer and must have an active MPLS IP VPN with partner or self-provisioned network equipment. You are responsible for managing the physical security of your own infrastructure and implementing any additional tools or equipment such as firewalls to address your organization’s data security requirements.

To establish direct connectivity through FastConnect-Partner Edition – BT Cloud Connect, You must acquire, and maintain for the duration of your Oracle Cloud Service:

- The Oracle Network Cloud Service – FastConnect Partner Edition – BT Cloud Connect
- Network connectivity from your BT network to Oracle, purchased by You from BT.

When using FastConnect-Partner Edition – BT Cloud Connect, You must work with BT Networks to procure and provision the network connectivity from Your network equipment to Oracle FastConnect-Partner Edition BT Cloud Connect. BT Global Services is responsible for facilitating the completion of FastConnect turn-up through their integration with Oracle. You are solely responsible for Your relationship with BT, including for compliance with BT policies, procedures and financial obligations applicable to the services acquired from them.
Oracle Network Cloud Service - FastConnect Partner Edition is designed to provide redundancy through redundant edge routers at Oracle. When using Oracle Network Cloud Service - FastConnect-Partner Edition - BT Cloud Connect, you must work directly with the partner, BT Global Services, to establish redundant connections through BT Cloud Connect. If the connection through Oracle FastConnect becomes unavailable, Oracle will work to route your traffic over the public internet until the issues are resolved. You are required to manage the routing configurations between your network and Oracle and test the failover prior to enabling production traffic over FastConnect.

Oracle Network Cloud Service - Fastconnect Partner Edition does not provide encryption. You may use an IPSec VPN or other encryption method if you require encryption.

**Service Activation, Measurement and Usage**

You may begin using the Oracle Network Cloud Service - FastConnect Partner Edition – BT Cloud Connect after Oracle has activated your Oracle Cloud Service account and you have completed the necessary configurations on your edge routers in collaboration with BT.

**Service Commitment**

Oracle will use commercially reasonable efforts to make Oracle Network Cloud Service – FastConnect – Partner Edition – BT Cloud Connect available with a Monthly Uptime Percentage of 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**

1. Monthly Uptime Percentage = 100 – the percentage of Unplanned Downtime in a given month of the Services Period. The Unplanned Downtime percentage is calculated as total number of minutes of Unavailability in a month divided by the total number of minutes in that month. Unplanned Downtime and Unavailability do not include any time during which the services or any service component are Unavailable for the reasons defined in the Cloud Hosting and Delivery Policies or as otherwise caused by or resulting from your Network Service Provider BT.
2. “Unavailable” or “Unavailability” means
   a. When all your instances of Your Oracle Cloud Service that are configured for access via FastConnect are unreachable or have no external IP-level connectivity.

**Oracle Cloud Policies**

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

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**Oracle Network Cloud Services:**

<table>
<thead>
<tr>
<th>No</th>
<th>Oracle Network Cloud Service Offering</th>
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<tbody>
<tr>
<td></td>
<td>Oracle Network Cloud Service - FastConnect Standard Edition – Port Speed 1G</td>
<td>B85684</td>
<td>Gbps THROUGHPUT</td>
</tr>
<tr>
<td></td>
<td>Oracle Network Cloud Service - FastConnect Standard Edition - Port Speed 10G</td>
<td>B85681</td>
<td>Gbps THROUGHPUT</td>
</tr>
</tbody>
</table>

**Metrics:**

**Gbps THROUGHPUT:** is defined as gigabits (1073741824 bits) of data that can be sent per second through the Oracle Network Cloud Service.

**Description**

Oracle Network Cloud Service - FastConnect is a network connectivity service designed to provide you with a direct...
connection between your datacenter and your Oracle Cloud Services. Oracle enables the FastConnect Standard Edition service either through direct cross-connect to your network routers, or through a Network Service Provider using layer 3 BGP peering. Using FastConnect, your network traffic will be routed over a dedicated path in the locations where you establish this connectivity.

Oracle will make FastConnect available at specific Oracle network end-points. You are responsible to provision FastConnect for each Oracle end-point to which you desire connectivity using FastConnect.

Your Obligations
To connect to the Oracle Cloud Services using FastConnect, you must provision your own network equipment capable of supporting Layer3 routing using BGP, provision redundant physical connections to each Oracle edge router and manage the configuration on your network devices. You are responsible for managing the physical security of your own infrastructure and implementing any additional tools or equipment such as firewalls to address your organization’s data security requirements.

To establish direct connectivity through FastConnect, you must acquire, and maintain for the duration of your Oracle Cloud Service:

- The Oracle Network Cloud Service FastConnect Standard Edition
- Network connectivity from your network edge to Oracle Edge Routers purchased from a Network Service Provider or from Data Center provider.
  - You are solely responsible for your relationship with the Network Service Provider or Data Center provider, including compliance with their terms, policies, procedures and financial obligations applicable to the services acquired from them.

Oracle Network Cloud Service - FastConnect Standard Edition is designed to provide redundancy through redundant edge routers at Oracle. Oracle will provision a Primary Port and a Secondary Port to facilitate your network connectivity. When using FastConnect-Standard Edition you must work directly with Data Center provider or your Network Service provider to establish redundant physical connections to the Primary and Secondary ports on the Oracle Edge routers. You are required to manage the routing configurations between your network and Oracle and test the failover prior to enabling production traffic over FastConnect.

Oracle Network Cloud Service - FastConnect Partner Edition does not provide encryption. You may use an IPSec VPN or other encryption method if you require encryption.

Service Activation, Measurement and Usage
You may begin using the Oracle Network Cloud Service - FastConnect after Oracle has activated your Oracle Cloud Service account and you have completed the physical connectivity as well as configurations on your edge routers

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Network Cloud Service – FastConnect available with a Monthly Uptime Percentage of 99.9% during any month of the Services Period (the “Service Commitment”).

Definitions
1. Monthly Uptime Percentage = 100 – the percentage of Unplanned Downtime in a given month of the Services Period. The Unplanned Downtime percentage is calculated as total number of minutes of Unavailability in a month divided by the total number of minutes in that month. Unplanned Downtime and Unavailability do not include any time during which the services or any service component are Unavailable for the reasons defined in the Cloud Hosting and Delivery Policies or as otherwise caused by or resulting from your Network Service Provider or Data Center Provider.
2. “Unavailable” or “Unavailability” means
   a. When all your instances of your Oracle Cloud Service that are configured for access via FastConnect are unreachable or have no external IP-level connectivity.
3. “Primary Port” shall mean the Ethernet IP Service port on the Oracle Edge router that is configured to send/receive Customer’s IP Service traffic during normal network operations.
4. “Secondary Port” shall mean the Ethernet IP Service port on the Oracle Edge router other than the Primary Port that is configured to send/receive traffic in the event that the applicable Primary Port becomes unavailable to send or receive traffic. The Secondary Port will be provisioned on an Oracle Edge router that is separate from the Primary Port.

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

Oracle Public Cloud Machine – Infrastructure as a Service -- Services Environment

Description
Oracle Public Cloud Machine (OPCM) Infrastructure as a Service (IaaS) is an Oracle-owned, Oracle-managed IaaS service offering (the OPCM service) designed to provide elastic compute capacity in your data center, running behind your firewall. This offering is available in three configurations – Model 288, Model 576 and Model 1080, with optional upgrades from Model 288 to Model 576, and from Model 576 to Model 1080. Oracle will ship the underlying Oracle-owned Oracle Public Cloud Machine hardware and Oracle Advanced Platform Support Gateway server to your designated data center. Oracle will install and configure the gateway server and the Oracle Public Cloud Machine with IaaS software and make it available for you to use as a service.

In the Non-metered model, you pay a monthly fee and may use all OCPUs (excluding the management OCPUs) in your chosen OPCM configuration.

<table>
<thead>
<tr>
<th>Configurations</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Public Cloud Machine X5 Model 288: includes: two hundred and eighty eight (288) OCPUs of compute capacity, including management OCPUs</td>
<td>B86028</td>
<td>Each</td>
</tr>
<tr>
<td>Oracle Public Cloud Machine X5 Model 576 Includes: five hundred and seventy six (576) OCPUs of compute capacity, including management OCPUs</td>
<td>B86029</td>
<td>Each</td>
</tr>
<tr>
<td>Oracle Public Cloud Machine X5 Model 1080 Includes: one thousand and eighty (1080) OCPUs of compute capacity, including management OCPUs</td>
<td>B86030</td>
<td>Each</td>
</tr>
</tbody>
</table>

Metrics:
OCPUs: An Oracle Compute Unit (OCPUs) provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

Service Activation, Usage and Payment
- You may begin using the OPCM service after Oracle has installed and configured the designated OPCM configuration, and provided you with the User login names and password.
- The OPCM service includes installation, configuration, patching, upgrade, monitoring, and cloud administration as described in the Cloud Hosting and Delivery Policies.
• The Services Period for the OPCM Non-metered offering is a thirty six (36) month period commencing on the day the User login names and password are issued to you, unless otherwise specified in your order.
  o The Services Period for an OPCM configuration upgrade will co-terminate with the base OPCM configuration, subject to a required minimum eighteen (18) months term. If the base OPCM Services Period is due to expire in less than 18 months, the base OPCM order must be extended to match the required minimum 18 months Services Period for the OPCM configuration upgrade.

Beginning on sixty days after the end of Services Period, and in the absence of a new OPCM service order involving the same OPCM hardware, Oracle will erase all data from disks, flash drives and all storage containers on OPCM and Oracle will remove the OPMC hardware and gateway from your data center.

**Service Commitment**

Oracle will use commercially reasonable efforts to make the OPCM service available with a Monthly Uptime Percentage of 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**

3. “Monthly Uptime Percentage” = 100 – the percentage of Unplanned Downtime in a given month of the Services Period. The Unplanned Downtime percentage is calculated as total number of minutes of Unavailability in a month divided by the total number of minutes in that month. Unplanned Downtime and Unavailability do not include any time during which the OPCM service or any service component are Unavailable for the reasons defined in the Cloud Hosting and Delivery Policies.

4. “Unavailable” or “Unavailability” mean:
   • When all your instances have no external connectivity

**Support Delivery Management**

An Oracle Technical Account Manager (“TAM”) will be assigned to you as your primary contact for the OPCM service.

Your TAM shall provide the following services:

1. Prepare and deliver a service delivery plan;
2. Conduct a delivery planning session and maintain the service delivery plan;
3. Perform quarterly service delivery plan reviews;
4. Review all Oracle Support (“Oracle Support Services”) activity. The review may consist of status reports, next steps, if any, and review of your and service request (“SR”) priorities;
5. SR management, prioritization and escalation;
6. Communicate the status of your priority SR(s) to your Customer Contact(s); and
7. Facilitate communications between Oracle and your designated internal technical contacts.

**Customer Contact**

Customer specific change requests must be submitted using the Oracle Advanced Support Portal. At the commencement of the services, Customer must assign a primary point of contact to coordinate with the Oracle Technical Account Manager whom shall provide the following services:

1. Coordinate executive meetings, as necessary;
2. Promptly update Oracle with respect to business and technology events that may impact the services (e.g., technology refreshes, major application upgrades, datacenter mergers or migrations, etc.);
3. Establish a suitable governance structure to support on-going projects and the operations of the OPCM;
4. Create and maintain a change control board, which includes an Oracle representative, to make decisions on your behalf as needed with respect to the services;
5. Act as your first point of contact in addressing Change Management processes, including the approval of Change Management actions; and
6. Ensure Change ticket(s) are submitted via the Portal for any addition or modification of to OPCM prior to
the implementation of such change and adhere to the Change Management process, as set forth in the Portal.

**Oracle Cloud Policies**

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

**Oracle Public Cloud Machine ZS3 – Storage - Non-metered – Services Environment**

**Description**

Oracle Public Cloud Machine (OPCM) ZS3 is an Oracle-owned, Oracle-managed storage offering designed to provide block and object storage capacity in your data center, running behind your firewall. This offering is available in two configurations – Model 268 and Model 536. Oracle will ship the underlying Oracle-owned ZFS hardware to your designated data center. Oracle will install and configure the machine and make it available for you to consume as a service.

In the Non-metered model, you pay a monthly fee and may use all TBs (excluding the redundancy, write cache and management TBs) in your chosen OPCM ZS3 storage configuration.

<table>
<thead>
<tr>
<th>Configurations</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Public Cloud Machine ZS3 Model 268 Includes: Two hundred and sixty eight terabytes (TB) of Storage Capacity, including redundancy, write cache and management TBs. Usable storage is 120 TB.</td>
<td>B86303</td>
<td>Each</td>
</tr>
<tr>
<td>Oracle Public Cloud Machine ZS3 Storage Expansion Model 536 Includes: Five hundred and thirty six terabytes (TB) of Storage Capacity, including redundancy, write cache and management TBs. Usable storage is 240 TB.</td>
<td>B86304</td>
<td>Each</td>
</tr>
</tbody>
</table>

**Metrics:**

**TB of Storage Capacity**: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service

**Usage and Payment**

- The OPCM storage service can be only be used in conjunction with the DBCS service.
- You may begin using the OPCM storage service after Oracle has installed and configured the designated OPCM Storage configuration, and provided you with the User login names and password.
- The Services Period for the OPCM Non-metered storage offering is a thirty six (36) month period commencing on the day the User login names and password are issued to you, unless otherwise specified in your order.

Beginning on sixty days after the end of Services Period, and in the absence of a new OPCM service order involving the same OPCM storage hardware, Oracle will erase all data from disks, flash drives and all storage containers on OPCM and Oracle will remove the OPMC storage hardware from your data center.

1. Oracle will use commercially reasonable efforts to make OPCM block and cloud storage service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”). “Monthly Uptime Percentage” is calculated by subtracting from 100% the
percentage of minutes during the month in which Oracle Database Cloud Service was in the state of
“Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   • When an instance has no external connectivity

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

Oracle Database Cloud Service – Non-metered- Public Sector--Hosted Environment

Applicable Part #

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>B83628 Oracle Database Cloud Service - Standard Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>2</td>
<td>B83629 Oracle Database Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3</td>
<td>B83630 Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4</td>
<td>B83631 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5</td>
<td>B83632 Oracle Database Cloud Service - Standard Edition - General Purpose - Non-metered- Hosted Environment</td>
</tr>
<tr>
<td>6</td>
<td>B83633 Oracle Database Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>7</td>
<td>B83634 Oracle Database Cloud Service - Enterprise Edition High Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8</td>
<td>B83635 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>9</td>
<td>B83636 Oracle Database Cloud Service - Standard Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10</td>
<td>B83637 Oracle Database Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11</td>
<td>B83638 Oracle Database Cloud Service - Enterprise Edition High Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12</td>
<td>B83639 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>13</td>
<td>B83640 Oracle Database Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>14</td>
<td>B83641 Oracle Database Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>15</td>
<td>B83642 Oracle Database Cloud Service - Enterprise Edition High Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>16</td>
<td>B83643 Oracle Database Cloud Service - Enterprise Edition Extreme Performance - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

Description

The Oracle Database Cloud Service --Non-metered-environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

Oracle Database Cloud Service provides a dedicated 11gR2 or 12c single-node database instance with
automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and support Enterprise Manager and other DBMS tools. You can use the Oracle Database Cloud Service through the Oracle Database Cloud Service console.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Database Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity for a continuous period of 1 minute.

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

---

**Oracle Database Exadata Cloud Service – Non-metered- Public Sector – Hosted Environment**

<table>
<thead>
<tr>
<th>Oracle Database Cloud - Exadata Service Offerings</th>
<th>Part #</th>
<th>Raw Storage</th>
<th>Usable Storage</th>
<th>Minimum OCPUs</th>
<th>Maximum OCPUs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Database Exadata Cloud Service— Quarter Rack</td>
<td>B86220</td>
<td>144TB</td>
<td>42TB</td>
<td>16</td>
<td>68</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Half Rack</td>
<td>B81634</td>
<td>288TB</td>
<td>84TB</td>
<td>56</td>
<td>136</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Full Rack</td>
<td>B81635</td>
<td>576TB</td>
<td>168TB</td>
<td>112</td>
<td>272</td>
</tr>
<tr>
<td>Oracle Database Exadata Cloud Service – Additional OCPU</td>
<td>B81636</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**Description**
Oracle Database Exadata Cloud Service provides a dedicated Oracle Exadata system, available in quarter-rack, half-rack, and full-rack configurations, on which you can deploy Oracle Database 11.2.0.4 or Oracle Database 12.1.0.2 single-node or multi-node database instances. Each of the quarter, half, or full rack configurations comes with a minimum and maximum number of OCPUs, along with dedicated memory and storage per rack. Exadata Cloud Service instances are enabled with automated customer-controlled backup, patching, and DBMS management, along with Oracle Cloud tooling. Exadata Cloud Service provides broad SQL*NET access and can be used with Oracle Enterprise Manager and other Oracle DBMS tools. You can use Exadata Cloud Service through the Oracle Database Cloud Service console and the Services published REST API.

**Service Activation, Measurement and Usage**
You may begin using the Oracle Database Exadata Cloud Service after the Service has been activated.
• For purposes of Exadata Cloud Service, usage per the OCPU Per Month metric is measured by calculating the number of OCPUs used per month for all database instances deployed on the allocated Exadata Hosted Environment. Any partial usage in a month will be billed as a full month of use. Fees are based on the number of OCPUs consumed in a month for all database instances, from the time that the first instance is made available for use, until the last instance it is terminated.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Exadata Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
3. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Database Exadata Service was in the state of “Unavailable.”
4. “Unavailable” or “Unavailability” mean:
   • When an instance has no external connectivity for a continuous period of 1 minute.

Termination
When an Oracle Database Exadata Cloud Service instance is terminated for production use, the service instance will remain active for an additional 60 days. During this time, Service Administrators (as configured by the Customer) can retrieve and re-organize important Customer Data on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all data will be deleted.

The terms referenced in this Service Description are described in the Program Documentation for this service.

Oracle Cloud Policies:

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

Oracle Database Backup Cloud Service – Non-metered – Public Sector – TB of Storage Capacity
Applicable Part #B83644
This Oracle Database Backup Cloud Service environment is subject to the following quantities:

One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month. You may purchase multiples of 1 TB in a single Oracle Database Backup Cloud Service instance to store Oracle Database Backups created using the Oracle Database Cloud Backup Module. The Oracle Database Cloud Backup Module can only be used with the Oracle Database Backup Cloud Service and not with any other cloud services - including Oracle Storage Cloud Service.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Database Backup Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).
**Definitions**

1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.

2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.

3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
<th>No</th>
<th>Request Type</th>
<th>Success Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Authenticate a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>2</td>
<td>HEAD request on a known account</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>3</td>
<td>PUT of a new container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability (UP/DOWN)</td>
<td>Connectivity is available</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies**

Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts) excepting as follows: when an instance of the Oracle Database Backup Cloud Service is terminated, the instance will remain active for an additional 60 days during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

**Oracle Java Cloud Service -Non-metered- Public Sector - Hosted Environment**

Applicable Part #

| 1 | B83645 | Oracle Java Cloud Service - Standard Edition - Virtual Image - General Purpose-Non-metered - Hosted |
### Environment

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>B83646 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>3</td>
<td>B83647 Oracle Java Cloud Service - Suite - Virtual Image - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>4</td>
<td>B83648 Oracle Java Cloud Service - Standard Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>5</td>
<td>B83649 Oracle Java Cloud Service - Enterprise Edition - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>6</td>
<td>B83650 Oracle Java Cloud Service - Suite - General Purpose - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>8</td>
<td>B83652 Oracle Java Cloud Service - Enterprise Edition - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>9</td>
<td>B83653 Oracle Java Cloud Service - Suite - Virtual Image - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>10</td>
<td>B83654 Oracle Java Cloud Service - Standard Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>11</td>
<td>B83655 Oracle Java Cloud Service - Enterprise Edition - High Memory - Non-metered - Hosted Environment</td>
</tr>
<tr>
<td>12</td>
<td>B83656 Oracle Java Cloud Service - Suite - High Memory - Non-metered - Hosted Environment</td>
</tr>
</tbody>
</table>

### Description

The Oracle Java Cloud Service— Non-metered - environment is subject to the following quantities per month: 1 OCPU and 7.5 GB of Memory.

This also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Oracle Java Cloud Service provides a cloud-based application server – Oracle WebLogic Server with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling – designed to support any Java application. You can use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

### Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Java Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

### Definitions

1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Java Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

### Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Java Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Compute Cloud Service - Block Storage - Non-metered –Public Sector - TB of Storage Capacity

Applicable Part #B83657
This Oracle Compute Cloud Service - Block Storage environment is subject to the following quantities:

One (1) TB of storage capacity.

Service Commitment
Oracle will use commercially reasonable efforts to make Oracle Block Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).

Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Compute Cloud Service - Block Storage was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   • When all of your attached block storage volumes are inaccessible

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts. NOTE: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, and except as may be required by law, the service instance will become unavailable and all Your Content will be deleted.

Oracle Storage Cloud Service – Non-metered – Public Sector - TB of Storage Capacity

Applicable Part #B83658
This Oracle Storage Cloud Service environment is subject to the following quantities:
One (1) TB of storage capacity; 1,000,000 PUT requests; and 1,000,000 GET requests per month.

**Service Commitment**
Oracle will use commercially reasonable efforts to make Oracle Storage Cloud Service available with a Monthly Uptime Percentage of at least 99.9% during any month of the Services Period (the “Service Commitment”).

**Definitions**
1. Monthly Uptime Percentage = 100 – the average number of the Error Rates from each one-hour period in a given month of the Services Period. Monthly Uptime Percentage measurements exclude Unplanned Downtime as defined in the Cloud Hosting and Delivery Policies.
2. “Error Rate” is the total number of Failed Storage Transactions divided by the total number of storage transactions during a one-hour time interval. The total number of storage transactions includes Failed Storage Transactions.
3. A Failed Storage Transaction is any of the following transactions that did not meet the defined “success criteria” when processed:

<table>
<thead>
<tr>
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</tr>
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<tbody>
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<td>1</td>
<td>Authenticate a known account</td>
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<td>2</td>
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<tr>
<td>3</td>
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<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
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<tr>
<td>4</td>
<td>PUT of a 1K object to a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
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<td>5</td>
<td>GET of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
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<tr>
<td>6</td>
<td>DELETE of a 1K object from a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>7</td>
<td>DELETE of a container</td>
<td>Request is successful and returns an http status code of 200 (or service appropriate http status code) and content match in less than 4 seconds.</td>
</tr>
<tr>
<td>8</td>
<td>Internet-based connection availability</td>
<td>Connectivity is available.</td>
</tr>
</tbody>
</table>

**Oracle Cloud Policies**
Your order for this Oracle Cloud Service is subject to the *Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts). NOTE: when an instance of the Oracle Database Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes,
but the instance can no longer be used for production purposes. After the 60 day period, and except as may be required by law, the service instance will become unavailable and all Your Content will be deleted.
Oracle IaaS Public Cloud Services – Public Sector
Applicable Part # B82048

Oracle will provide you with a Cloud Services Account which allows you to activate and use eligible Oracle IaaS Public Cloud Services.

Eligible Services
The IaaS Public Cloud Services currently available are:
- Oracle Storage Cloud Service
- Oracle Compute Cloud Service

During the Services Period of your order, you may activate any IaaS Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to activate any new IaaS Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of an IaaS Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

Activation, Usage and Billing
The service description for each IaaS Public Cloud Service describes how you activate the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

“Pay as You Go”
You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you activate within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any IaaS Public Cloud Service that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

Oracle Java Public Cloud Services - Public Sector
Applicable Part # B82050

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Java Public Cloud Services.

Eligible Services
The current Java Public Cloud Services available include:

- Oracle Java Cloud Service

During the Services Period of your order, you may consume any Java Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Java Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Java Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Java Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to Your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

**“Pay as You Go”**

You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any Oracle Java Cloud Services that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

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**Oracle Database Public Cloud Services-Public Sector**

*Applicable Part # B83049*

Oracle will provide you with a Cloud Services Account which allows you to set up and use eligible Oracle Database Public Cloud Services-Public Sector

**Eligible Services**

The current Database Public Cloud Services available include:

- Oracle Database Backup Cloud Service
- Oracle Database Cloud Service

During the Services Period of your order, you may consume any Database Public Cloud Services listed in your Cloud Services Account. Your Cloud Services Account will be automatically updated to allow you to consume any new Database Public Cloud Services that Oracle may make generally available to its Cloud customer base. Your use of a Database Public Cloud Service is governed by the Oracle services description and metric applicable to that service.

**Activation, Usage and Billing**

The service description for each Database Public Cloud Service describes how you consume the service and how Oracle measures and charges for your actual usage. A monthly statement detailing your actual usage and the
related charges will be available in your Cloud Services Account. Your Cloud Services Account will be charged based on a “Pay as You Go” payment/billing model.:

For orders placed through an Oracle Partner, you may, at your sole discretion, grant the Oracle Partner administrative access to your Cloud Services account to allow the Partner to assist you in monitoring your usage and related charges. To enable a Partner to view your Cloud Services Account, you must grant the Partner “Account Administrator” privileges.

“Pay as You Go”

You will be asked to provide an estimate for the amount of your usage during the applicable Services Period to allow Oracle to appropriately provision your Cloud Services Environment. You will then be charged only for the actual usage of all services that you consume within your Oracle Cloud Services Account based on Oracle’s then current price list for such services (Oracle’s “Pay as You Go” Rate Card). Note that you will not be able to exceed your usage estimate without replenishing your Oracle Cloud Services Account. You will not be charged for any Oracle Database Cloud Services that you do not activate within your Cloud Services Account. Charges for all “Pay as You Go” usage are billed in arrears and are subject to the payment terms in your Agreement.

<table>
<thead>
<tr>
<th>Oracle Node Cloud Service Offering</th>
<th>Part #</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Node JS Cloud Service</td>
<td>B83825</td>
<td>GB MEMORY PER HOUR</td>
</tr>
<tr>
<td>Oracle Node JS Cloud Service</td>
<td>B83826</td>
<td>GB MEMORY PER MONTH</td>
</tr>
</tbody>
</table>

GB MEMORY PER HOUR: is defined as the number of GB’ memory hours allocated as part of Oracle Node Cloud Service instance.

GB MEMORY PER MONTH: is defined as the number of GB’ memory hours allocated as part of Oracle Node Cloud Service instance in a calendar month.

Description

Oracle Node Cloud Service provides a cloud-based environment for the execution of any Node application. Rich cloud tooling and comprehensive REST APIs enable customer-controlled application deployment, environment sizing, scaling, and Node version upgrading. Oracle Node Cloud Service can be used through the Application Container Cloud console for Oracle Node Cloud Service.

This service also includes a Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

Service Activation, Measurement and Usage

You may begin using the Oracle Node Cloud Service after Oracle has activated Your Oracle Cloud Service account. You may view your usage of the Oracle Node Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure your usage every month for billing purposes.

For purposes of Oracle Node Cloud Service, Your usage is measured by calculating the number of GB hours used by You. Pricing is per GB hour consumed for each application instance, from the time an instance is launched until it is terminated or stopped. Each partial GB hour consumed will be billed as a full hour.

Service Commitment

Oracle will use commercially reasonable efforts to make Oracle Node Cloud Service available with a Monthly Uptime Percentage of at least 99.95% during any month of the Services Period (the “Service Commitment”).
Definitions
1. “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which Oracle Node Cloud Service was in the state of “Unavailable.”
2. “Unavailable” or “Unavailability” mean:
   - When an instance has no external connectivity

Termination
The Oracle Node Cloud Service will terminate at the earlier of (i) the end of Services Period under your order, or (ii) at any time with 30 days advance written notice to Oracle. You are obligated to pay for all charges incurred during the notice period. Upon termination of the Oracle Node Cloud Service, the Services Environment can no longer be used although your Oracle Cloud Services account may still remain active.

Customer Responsibilities
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 log-in credentials and private keys generated as part of the 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 Cloud Services and performing work on your behalf.

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

Oracle Mobile Cloud Service – Interactions Per Month
Applicable Part # B81041
Users of Oracle Mobile Cloud Service are authorized to access the following modules or features:

- Mobile Backends, Platform APIs : Push Notification, Storage, Data Offline, Device Registration, Database, Analytics
- SDKs for accessing Platform APIs from iOS and Android platforms
- API Designer and Implementations
- Connectors
- Administration and Lifecycle
- Access to Samples and Tutorials
- Community access, Tutorials
- Oracle Recommends

The Oracle Mobile Cloud Service includes a restricted use license to the Oracle Mobile Application Framework (“MAF”) during the Services Term subject to terms and conditions set forth in Your order.

Usage Limits: The Oracle Mobile Cloud Service is subject to the following quantities:

- One (1) development portal and three (3) deployment environments.
- The deployment environments consist of two non-production environments (Development and Staging) and one production environment.
• The deployment environments are limited to one million (1M) interactions per month and ten (10) GB of Database Storage.
• One (1) Developer Cloud Service environment subject to the following quantities: 12 Projects, 3 Concurrent Hudson Builds, Storage: 6 GB for Git and Maven storage, 10 GB for Hudson build storage, 4 GB for Tasks and Wiki storage.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts) excepting as follows: when the Oracle Mobile Cloud Service is terminated, the service instance will remain active for an additional 60 days. During this time, Your Service Administrators (as configured by You) can retrieve and re-organize Your Content on the service instance for collection purposes, but the service instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all of Your Content will be deleted.

**Oracle Mobile Cloud Service – Additional Interactions – Interactions Per Month**

Applicable Part # B81042

This Oracle Mobile Cloud Service-Additional Interactions consists of a block of 100,000 interactions per month during the Services Period of the Oracle Mobile Cloud Services. Any unused or partially used quantity of interactions expire at the end of each month and do not rollover, and are not otherwise applied, to a subsequent month. Oracle Mobile Cloud Service-Additional Interactions may be used only for the Oracle Mobile Cloud Service during the Services Period under the Ordering Document.

**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](http://www.oracle.com/contracts).

**Oracle Database Exadata Cloud Service**

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<tr>
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<td>B81633</td>
<td>144TB</td>
<td>42TB</td>
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<td>68</td>
</tr>
</tbody>
</table>

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