



# Oracle Financial Services Global Business Unit

## Financial Services Communication Cloud Cloud Service Description and Metrics

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Effective Date: July 2023

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## METRIC DEFINITIONS

**Document Created** is defined as as each Document produced by the service via a request to assemble a package of documents. Document is defined as a written, printed, or electronic matter that provides information in the form of text and/or graphics

For purposes of Oracle Financial Services Communication Cloud Service a document is either in PDF or HTML format.

## GLOSSARY

**Database Storage** is defined as the total space allocated at the operating system level for database operations, not including database executables.

**Production Environment** is defined as an environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data.

**Non-Production and Pre-Production Environments** are defined as the environments provided to You as part of the Oracle Cloud Service that is designated for testing and training purposes and may not be used for production purposes or for performance or stress testing.

**Non-Production Environment** may be either a Test, UAT or Training Environment provided to You as part of the Oracle Cloud Services. The Non-Production Environment(s) are specifically sized and designed for testing and training purposes and may not be used for production purposes or for performance or stress testing. Any service levels, performance targets and disaster recovery described for the applicable Oracle Cloud Service are not applicable to Non-Production Environments.

**Concurrent API Calls** is defined as the number of active API Calls processing work at the same time, i.e. using CPU simultaneously invoked via the user interface provided by the Financial Services Cloud service or by programmatically invoking the API.

**Total API Time** is defined as the time taken to execute a single API call invoked via the user interface provided by the Financial Services Cloud service or by programmatically invoking the API. The calculation begins as soon as the call enters the cloud computing environment and completes as soon as a successful call is returned by the cloud computing environment. Time during which the API call processing is queued or otherwise purposely throttled is not counted as part of total API time.

**API Calls per Hour** is defined as the number of API calls invoked by the customer either via the user interface provided by the Financial Services Cloud service or by directly invoking the API in a given Hour.

# ORACLE FINANCIAL SERVICES COMMUNICATION CLOUD SERVICE

## Oracle Financial Services Communication Cloud Service – Per Document Created

Part #: B92494

Users of the Oracle Financial Services Communication Cloud Service are authorized to access the following modules and features:

- Oracle Financial Services Communication Cloud Service

**Usage Limits:** The Oracle Financial Services Communication Cloud Service is subject to usage limits based on:

- A maximum number of Documents Created as defined in Your order.
- Any Documents Created that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.
- Oracle will provision 3 Environments for this Oracle Cloud Service: 1 Production Environment, 1 Non-Production Environment and 1 Pre-Production Environment.
- The following storage limits apply for this Oracle Cloud Service.

Database Storage	100 GB
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- The following limits apply for this Oracle Cloud Service.

API CALLS PER HOUR*	CONCURRENT API CALLS*	TOTAL API TIME*
1,000	2	0.1 sec

\*Exceeding these thresholds may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

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

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
12 hours	1 hour	99.5%

The Target System Availability does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

### Overage Billing

If use of the Oracle Cloud Service exceeds the Annual Commitment quantity in the Order, or if you have any increase to the ordered Quantity under the order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price listed in the Ordering Document.

### Third Party Web Sites, Platforms and Services

This Oracle Financial Services Communication 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 Oracle 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 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) that is transmitted to such third parties.

**Oracle Cloud Policies and Pillar Documentation:**

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Global Business Unit Cloud Service Pillar Documentation*, which are part of Your Service Specifications and may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).