



Oracle Communications - Retired Service Descriptions



Last Updated: June 13, 2024

TABLE OF CONTENTS

METRICS FOR RETIRED SERVICES	4
GLOSSARY	5
SERVICE DESCRIPTIONS – RETIRED SKUS	7
Oracle Monetization Cloud Service, Premium Edition – Hosted \$M Revenue under Management	9
Oracle Monetization Cloud Service – 1K in Individual Subscribers	11
Oracle Monetization Cloud Service, Premium Edition – 1K in Individual Subscribers	13
Oracle Monetization Cloud Service, Usage Events – 10K Daily Transaction Units	15
Oracle Monetization Cloud Service, Extended Data Retention – Hosted \$M Revenue under Management	16
Oracle Monetization Cloud Service, Premium Edition Extended Data Retention - Hosted \$M Revenue under Management	17
Oracle Monetization Cloud Service, Extended Data Retention – 1K in Individual Subscribers	18
Oracle Monetization Cloud Service, Premium Edition Extended Data Retention – 1K in Individual Subscribers	19
Oracle Monetization Cloud Service, Extended Data Retention – 10K Daily Transaction Units	20
Oracle Monetization Cloud Service, Offer Design – Hosted Named User	21
Oracle Monetization Cloud Service, Subscriber Management – Hosted Named User	21
Oracle Monetization Cloud Service, Test Environment – Instance	22
Oracle Monetization Cloud Service, Standalone Non-Production Environment – Instance	23
Oracle Monetization Cloud Service – Per Hosted \$M Revenue under Management	24
Oracle Monetization Premium Edition Cloud Service – Per Hosted \$M Revenue under Management	26
Oracle Monetization, Pricing Design Center, Cloud Service – Per Hosted Named User	28
Oracle Monetization, Billing Care, Cloud Service – Per Hosted Named User	29
Oracle Monetization, Enhanced Disaster Recovery, Cloud Service	30
Oracle Monetization Premium Edition, Enhanced Disaster Recovery, Cloud Service	32
Oracle SD-WAN Orchestration Cloud Service - Per Device	34
Oracle Live Experience Cloud Service - Service Descriptions	35
Oracle Live Experience Cloud Service, Entry Level	35
Oracle Live Experience Cloud Service, Enterprise	37
Oracle Live Experience Cloud Service, Enterprise Plus	39

Oracle Live Experience Cloud Service, Enterprise Plus Additional Storage - 50 Gigabyte Storage Capacity Per Month 41

Oracle Communications Security Shield Cloud Service – Service Descriptions 42

- Oracle Communications Security Shield Cloud Service 42
- Oracle Communications Security Shield Cloud Service, Premium Edition 44
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls 46
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call 48
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number 50

METRICS FOR RETIRED SERVICES

“1K in Individual Subscribers” is defined as one thousand individuals who are authorized by You to use one or more of Your services for which Oracle Monetization Cloud Service is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed service or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used. For Oracle Monetization Cloud Service it is defined as an individual subscriber that purchases one or more services from You that utilizes billing and/or rating capabilities of the service.

“10K Daily Transaction Units” is defined as ten thousand usage events (a) processed or delivered and (b) recorded by the Oracle Monetization Cloud Service in a 24-hour period. A transaction unit is an individual subscriber usage event.

“Device” is defined as any network element that is modeled, discovered, or managed by the Oracle Cloud Service.

“Hosted \$M Revenue under Management” is defined as one million U.S. dollars of all income (interest income and non-interest income), before adjustments for expenses and taxes, generated in the preceding 12 months by Your businesses that use the Cloud Services.

“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.

“Instance” is defined as a single environment of Oracle Monetization Cloud Service. For purposes of Oracle Monetization Cloud Service, production and test are each considered distinct instances. References to the term “environment” within these Service Descriptions shall be deemed to refer to “Instance.” The “Services Environment” as defined in the agreement may be composed of one or more instances.

GLOSSARY

“Account” is defined as a record of Your customer’s information in the Oracle Monetization Cloud Service database, including name and address, billing date, account "balance," "service," and "payment method." Accounts keep track of transactions such as "credit," "debit," and payments.

“Bill” is defined as an object in the Oracle Monetization Cloud Service database that stores the balance impacts of Your customer's Account during one Billing Cycle. Bills contain information about the customer's account, the account's billing cycle, and the amount billed.

“Billing Cycle” is defined as the time period during which charges accumulate in an Account before a Bill becomes a "finalized bill." Accounts can be assigned to different billing cycle(s) to enable users to load balance their billing operations.

“Invoice” is defined as an itemized list of all charges included in a Bill. Oracle Monetization Cloud Service can generate physical invoices to request payment from Your customers.

“Non-Production (Test) Environment” is defined as an environment provided to You as part of the Oracle Cloud Service that is designed for development, testing, and validation use. The test environments are specifically sized and designed for development, functional testing, and validation purposes and may not be used for production purposes or for performance testing. Any service levels, performance tests, and disaster recovery described for the applicable Oracle Cloud Service are not applicable to test environments.

“Number of daily transaction units” is defined as the total number of usage events (a) processed or delivered and (b) recorded by the Oracle Monetization Cloud Service over a 24-hour period. A transaction is an individual subscriber usage event.

“Oracle Communications Cloud Communication Service (“CCS”) is defined as an on-premise software component that acts as a virtual private network gateway to establish a secure communication tunnel between Your on-premise deployment of an Oracle Communications Enterprise Session Border Controller/Oracle Communications Session Border Controller or Oracle Communication Session Router and the Oracle Cloud Service.

“Oracle Enterprise Session Border Controller (“E-SBC”) connects disparate internet protocol (IP) communications networks while mitigating security threats and interoperability problems, promoting reliable communications, and protecting and controlling real-time voice, video, and unified communications (UC) as they traverse IP network borders.

“Oracle Communications Session Border Controller (“SBC”) connects disparate IP communications networks while mitigating security threats and interoperability problems, and promoting reliable communications to satisfy critical service provider requirements in the areas of security, interoperability, reliability and quality, and regulatory compliance.

“Oracle Communications Session Router (“SR”) is a session routing proxy, specifically designed to control the routing of large volumes of session signaling messages.

“Oracle Communications Security Shield Session Plug-in (“SPL”)” is a software plug-in for Your SBC, E-SBC, or SR.

“Production Environment” is defined as a the environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

“Subscription Quota” is defined as the number of monthly transaction units for the Oracle Cloud Service purchased under an order, multiplied by twelve (12) to establish an annual quota.

“Telephony Denial of Service (“TDoS”) attack” is defined as an attempt by a malicious actor to initiate a high volume of calls against a target network, and keep such calls active for as long as possible to render the network unavailable to its intended users.

“Transactions Per Second (“TPS”)” is defined as the total number of transaction units in one (1) second.

SERVICE DESCRIPTIONS – RETIRED SKUS

Oracle Monetization Cloud Service – Hosted \$M Revenue under Management

Retired Part #: B90516

Description of Services

You have ordered Oracle Monetization Cloud Service – Hosted \$M Revenue under Management (“OMC Hosted RUM”). OMC Hosted RUM provides You the ability to manage subscriber accounts receivables, billing, discounting, general ledger, invoicing, payments, revenue recognitions, and rating. Further, OMC Hosted RUM, provides You with user management and administrative capabilities, business configurations, business operations, offer design, subscriber management, system configurations, and reporting functionalities.

Oracle will provision 2 Environments for this Cloud Service: 1 Production Environment and 1 Non-Production (Test) Environment.

Users of the OMC Hosted RUM are authorized to access the following:

- Oracle Monetization Cloud Service
- Oracle Monetization Cloud Service, Offer Design (limited to a maximum of 25 Hosted Named Users)
- Oracle Monetization Cloud Service, Subscriber Management (limited to a maximum of 25 Hosted Named Users)

Additional Named Users for Oracle Monetization Cloud Service, Offer Design, Subscriber Management or Non-Production (Test) Environments are available for purchase subject to additional fees.

Integration Capabilities

Your Users of OMC Hosted RUM can leverage Oracle’s application programming interfaces (“APIs”) for any required integrations.

For any third-party integrations with the OMC Hosted RUM, You are solely responsible for the following:

- a) Acquire any license rights directly from Your third parties prior to integration,
- b) Maintain such rights for the duration of the OMC Hosted RUM, and
- c) Work with Your third-parties directly to manage the subscriber data residing on their third-party platform.

Usage Limits

OMC is subject to usage limits based on:

- A maximum number of \$M Revenue under Management as defined in Your order.
- You may bill and invoice a maximum of 25% of Your accounts/subscribers on a single day.
- The following usage limits apply per Hosted \$M RUM (Production instance only):

Quantity Licensed	Account	Bills/Invoice per Month
Per Hosted \$M RUM	40,000	40,000

Data Retention

The standard data retention allowance for OMC Hosted RUM is as follows:

- 12 months of account and transaction history

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Cloud Service	12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, PREMIUM EDITION – HOSTED \$M REVENUE UNDER MANAGEMENT

Retired Part #: B90775

Description of Services

You have ordered Oracle Monetization Cloud Service, Premium Edition – Hosted \$M Revenue under Management (“OMC, Premium Edition”). OMC, Premium Edition provides You the ability to manage subscriber accounts receivables, billing, discounting, general ledger, invoicing, payments, revenue recognitions, and rating. Further, OMC, Premium Edition provides You with user management and administrative capabilities, business configurations, business operations, offer design, subscriber management, system configurations, and reporting functionalities.

Oracle will provision 2 Environments for this Cloud Service: 1 Production Environment and 1 Non-Production (Test) Environment.

Users of the Oracle Monetization Cloud Service, Premium Edition are authorized to access the following modules:

- Oracle Monetization Cloud Service, Premium Edition
- Oracle Monetization Cloud Service, Offer Design (limited to a maximum of 25 Hosted Named Users)
- Oracle Monetization Cloud Service, Subscriber Management (limited to a maximum of 25 Hosted Named Users)

Additional Named Users for Oracle Monetization Cloud Service, Offer Design and named users of Oracle Monetization Cloud Service, Subscriber Management or additional Instances of Non-Production (Test) Environments are available for purchase subject to additional fees.

Integration Capabilities

Your Users of OMC, Premium Edition can leverage Oracle’s APIs for integrations. OMC, Premium Edition also provide customers the added capability of rating transactions submitted to OMC, Premium Edition from external sources. These events are rated by OMC, Premium Edition according to the price plans configured in the corresponding instance of OMC, Premium Edition.

For any third-party integrations with the OMC, Premium Edition, You are solely responsible for the following:

- a) Acquiring all appropriate license rights directly from Your third parties prior to integration,
- b) Maintaining such rights for the duration of the Oracle Monetization Cloud Service, Premium Edition, and
- c) Working with Your third-parties directly to manage the subscriber data residing on their third-party platform.

Usage Limits

The Oracle Monetization Cloud Service, Premium Edition is subject to usage limits based on:

- A maximum number of \$M Revenue under Management as defined in Your order
- You may bill and invoice a maximum of 25% of Your accounts/subscribers on a single day
- The following usage limits apply per Hosted \$M RUM (Production instance only):

Quantity Licensed	Account	Bills/Invoice per Month	Number of daily transaction units (rated and/or non-rated)
Per Hosted \$M RUM	40,000	40,000	100,000

Data Retention

The standard data retention allowance for Oracle Monetization Cloud Service is as follows:

- 12 months of account and transaction history

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Cloud Service	12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE – 1K IN INDIVIDUAL SUBSCRIBERS

Retired Part #: B90517

Description of Services

You have ordered Oracle Monetization Cloud Service – 1K in Individual Subscribers (“OMC 1K in Individual Subscribers”). OMC 1K in Individual Subscribers provides customers capabilities to manage the subscriber accounts receivables, billing, discounting, general ledger, invoicing, payments, revenue recognitions, and rating. Further, OMC 1K in Individual Subscribers provides you with user management and administrative capabilities, business configurations, business operations, offer design, subscriber management, system configurations, and reporting functionalities.

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

- Oracle Monetization Cloud Service
- Oracle Monetization Cloud Service, Offer Design (limited to a maximum of 25 Hosted Named Users)
- Oracle Monetization Cloud Service, Subscriber Management (limited to a maximum of 25 Hosted Named Users)

Additional Named Users for Oracle Monetization Cloud Service, Offer Design, Named Users for Oracle Monetization Cloud Service, Subscriber Management or Non-Production (Test) Environments are available for purchase subject to additional fees.

Integration Capabilities

For any third-party integrations with the OMC, Premium Edition, You are solely responsible for the following:

- a) Acquiring all appropriate license rights directly from Your third parties prior to integration,
- b) Maintaining such rights for the duration of the Oracle Monetization Cloud Service, Premium Edition, and
- c) Working with Your third-parties directly to manage the subscriber data residing on their third-party platform.

Usage Limits

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

- A maximum number of 1K in Individual Subscribers as defined in Your order
- You may bill and invoice a maximum of 25% of Your accounts/subscribers on a single day
- The following usage limits apply per 1K in Individual Subscribers for the Production instance only:

Quantity Licensed	Bills/Invoice per Month
-------------------	-------------------------

Per 1K in Individual Subscribers	1,000
----------------------------------	-------

Data Retention

The standard data retention allowance for Oracle Monetization Cloud Service is as follows:

- 12 months of account and transaction history

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Cloud Service	12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, PREMIUM EDITION – 1K IN INDIVIDUAL SUBSCRIBERS

Retired Part #: B90776

Description of Services

You have ordered Oracle Monetization Cloud Service, Premium Edition – 1K in Individual Subscribers (“OMC, Premium Edition”). OMC, Premium Edition provides You the ability to manage the subscriber accounts receivables, billing, discounting, general ledger, invoicing, payments, revenue recognitions, and rating. Further, OMC, Premium Edition provides You with user management and administrative capabilities, business configurations, business operations, offer design, subscriber management, system configurations, and reporting functionalities.

OMC, Premium Edition also provide You with the added capability of rating transactions submitted to Oracle Monetization Cloud Service, Premium Edition from external sources. These events are rated by Oracle Monetization Cloud Service, Premium Edition according to the price plans configured in the corresponding instance of Oracle Monetization Cloud Service, Premium Edition.

Oracle will provision 2 Environments for this Cloud Service: 1 Production Environment and 1 Non-Production (Test) Environment.

Users of the Oracle Monetization Cloud Service, Premium Edition are authorized to access the following modules:

- Oracle Monetization Cloud Service, Premium Edition
- Oracle Monetization Cloud Service, Offer Design (limited to a maximum of 25 Hosted Named Users)
- Oracle Monetization Cloud Service, Subscriber Management (limited to a maximum of 25 Hosted Named Users)

Additional Named Users for Oracle Monetization Cloud Service, Offer Design, Named Users for Oracle Monetization Cloud Service, Subscriber Management or additional instances of Non-Production (Test) Environments are available for purchase subject to additional fees.

Integration Capabilities

For any third-party integrations with the Oracle Monetization Cloud Service, Premium Edition, You are solely responsible for the following:

- a) Acquiring all appropriate license rights directly from Your third parties prior to integration,
- b) Maintaining such rights for the duration of the Oracle Monetization Cloud Service, Premium Edition, and
- c) Working with Your third-parties directly to manage the subscriber data residing on their third-party platform.

Usage Limits

The Oracle Monetization Cloud Service, Premium Edition is subject to usage limits based on:

- A maximum number of 1K in Individual Subscribers as defined in Your order
- You may bill and invoice a maximum of 25% of Your accounts/subscribers on a single day
- The following usage limits apply per 1K in Individual Subscribers for the Production instance only:

Quantity Licensed	Bills/Invoice per Month	Number of daily transaction units (rated and/or non-rated)
Per 1K in Individual Subscribers	1,000	2,500

Data Retention

The standard data retention allowance for Oracle Monetization Cloud Service is as follows:

- 12 months of account and transaction history

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Cloud Service	12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, USAGE EVENTS – 10K DAILY TRANSACTION UNITS

Retired Part #: B90518

Description of Services

You have purchased Oracle Monetization Cloud Service, Usage Events – 10K Daily Transaction Units (“OMC, Usage Events – 10K Daily Transaction Units”). Oracle Monetization Cloud Service, Usage Events provides You with rating transactions submitted to Oracle Monetization Cloud Service from external sources. These events are rated by Oracle Monetization Cloud Service according to the price plans configured in the corresponding instance of Oracle Monetization Cloud Service.

Users of the Oracle Monetization Cloud Service, Usage Events are authorized to access the following module:

- Oracle Monetization Cloud Service, Usage Events

Usage Limits

The Oracle Monetization Cloud Service, Usage Events is subject to usage limits based on:

- The number of 10K Daily Transaction Units as defined in Your order
- The following usage limits apply per 10K Daily Transaction Units purchased for the Production instance only:

Metric	Number of Daily Transaction Units (rated and/or non-rated)
Per 10k Daily Transaction Units	10,000

Data Retention

The standard data retention allowance for Oracle Monetization Cloud Service is as follows:

- 12 months of Usage events transaction history

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, EXTENDED DATA RETENTION – HOSTED \$M REVENUE UNDER MANAGEMENT

Retired Part #: B90874

Description of Services

Oracle Monetization Cloud Service, Extended Data Retention – Hosted \$M Revenue under Management provides customers capabilities to extend the standard 12 months data retention period. This cloud service may be purchased for variable term length and extends the period of data retention accordingly outside the default 12 month retention period.

Users of the Oracle Monetization Cloud Service, Extended Data Retention are authorized to access the following:

- Oracle Monetization Cloud Service, Extended Data Retention
- Additional months of data beyond standard retention of 12 months, for a total retention of months according to the term length purchased
- Access to retained data through OMC UI, API and reports

Usage Limits

The Oracle Monetization Cloud Service, Extended Data Retention is subject to usage limits based on:

- A maximum number of \$M Revenue under Management as defined in Your order
- The quantity quoted must match the number of base OMC service metric quantity
- Data retained for a maximum number of months per purchased term length + standard 12 months
- Data retained older than purchased term length + standard 12 months will be deleted on a monthly basis

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, PREMIUM EDITION EXTENDED DATA RETENTION - HOSTED \$M REVENUE UNDER MANAGEMENT

Retired Part #: B90878

Description of Services

Oracle Monetization Cloud Service, Premium Edition Extended Data Retention – Hosted \$M Revenue under Management provides customers capabilities to extend the standard 12 months data retention period. This cloud service may be purchased for variable term length and extends the period of data retention accordingly outside the default 12 month retention period.

Users of the Oracle Monetization Cloud Service, Premium Edition Extended Data Retention are authorized to access the following:

- Oracle Monetization Cloud Service, Premium Edition Extended Data Retention
- Additional months of data beyond standard retention of 12 months, for a total retention of months according to the term length purchased
- Access to retained data through OMC UI, API and reports

Usage Limits

The Oracle Monetization Cloud Service, Premium Edition Extended Data Retention is subject to usage limits based on:

- A maximum number of \$M Revenue under Management as defined in Your order
- The quantity quoted must match the number of base OMC service metric quantity
- Data retained for a maximum number of months per purchased term length + standard 12 months
- Data retained older than purchased term length + standard 12 months will be deleted on a monthly basis

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 MONETIZATION CLOUD SERVICE, EXTENDED DATA RETENTION – 1K IN INDIVIDUAL SUBSCRIBERS

Retired Part #: B90875

Description of Services

Oracle Monetization Cloud Service, Extended Data Retention – 1K in Individual Subscribers provides customers capabilities to extend the standard 12 months data retention period. This cloud service may be purchased for variable term length and extends the period of data retention accordingly outside the default 12 month retention period.

Users of the Oracle Monetization Cloud Service, Extended Data Retention are authorized to access the following:

- Oracle Monetization Cloud Service, Extended Data Retention
- Additional months of data beyond standard retention of 12 months, for a total retention of months according to the term length purchased
- Access to retained data through OMC UI, API and reports

Usage Limits

The Oracle Monetization Cloud Service, Extended Data Retention is subject to usage limits based on:

- A maximum number of 1K in Individual Subscribers as defined in Your order
- The quantity quoted must match the number of base OMC service metric quantity
- Data retained for a maximum number of months per purchased term length + standard 12 months
- Data retained older than purchased term length + standard 12 months will be deleted on a monthly basis

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, PREMIUM EDITION EXTENDED DATA RETENTION – 1K IN INDIVIDUAL SUBSCRIBERS

Retired Part #: B90879

Description of Services

You have purchased Oracle Monetization Cloud Service, Premium Edition Extended Data Retention – 1K in Individual Subscribers (“OMC, Premium Edition Extended Data Retention”). OMC, Premium Edition Extended Data Retention provides You with an extended data retention period. This Cloud Service may be purchased for variable term length and extends the period of data retention past the default 12 month retention period.

Users of the Oracle Monetization Cloud Service, Premium Edition Extended Data Retention are authorized to access the following:

- Oracle Monetization Cloud Service, Premium Edition Extended Data Retention
- Additional months of data beyond standard retention of 12 months, for a total retention of months according to the term length purchased of OMC, Premium Edition Extended Data Retention
- Access to retained data through OMC UI, API and reports

Usage Limits

OMC, Premium Edition Extended Data Retention is subject to usage limits based on:

- A maximum number of 1K in Individual Subscribers as defined in Your order.
- The quantity quoted must match the number of base OMC service metric quantity.
- Data retained for a maximum number of months per purchased term length of the OMC, Premium Edition Extended Data Retention + standard 12 months.
- Data retained older than purchased term length + standard 12 months will be deleted on a monthly basis.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, EXTENDED DATA RETENTION – 10K DAILY TRANSACTION UNITS

Retired Part #: B90876

Description of Services

You have purchased Oracle Monetization Cloud Service, Extended Data Retention – 10K Daily Transaction Units (“OMC, Extended Data Retention”). OMC, Extended Data Retention provides an extended data retention period. This Cloud Service may be purchased for a variable term length and extends the default 12 month retention period.

Users of the Oracle Monetization Cloud Service, Extended Data Retention are authorized to access the following:

- Oracle Monetization Cloud Service, Extended Data Retention
- Additional months of data beyond standard retention of 12 months, for a total retention of months according to the term length purchased
- Access to retained data through OMC UI, API and reports

Usage Limits

The Oracle Monetization Cloud Service, Extended Data Retention is subject to usage limits based on:

- A maximum number of 10K Daily Transactions Units as defined in Your order.
- The quantity quoted must match the number of base OMC service metric quantity.
- Data retained for a maximum number of months per purchased term length of this Oracle Cloud Service + the standard 12 month period.
- Data retained older than purchased term length + standard 12 months will be deleted on a monthly basis.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, OFFER DESIGN – HOSTED NAMED USER

Retired Part #: B90520

Description of Services

Users of the Oracle Monetization Cloud Service, Offer Design are authorized to access the following module within Oracle Monetization Cloud Service:

- Oracle Monetization Cloud Service, Offer Design component

In order to use this Oracle Cloud Service, Offer Design, You must first purchase Oracle Monetization Cloud Service.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, SUBSCRIBER MANAGEMENT – HOSTED NAMED USER

Retired Part #: B90519

Description of Services

Users of the Oracle Monetization Cloud Service, Subscriber Management are authorized to access the following module within Oracle Monetization Cloud Service:

- Oracle Monetization Cloud Service, Subscriber Management component

In order to use this Oracle Cloud Service, Subscriber Management, You must first purchase Oracle Monetization Cloud Service.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE, TEST ENVIRONMENT – INSTANCE

Retired Part #: B90521

Description of Services

Oracle Monetization Cloud Service, Test Environment – Instance provides the hosting and maintenance of an additional non-production environment that is identical to the test instance provisioned with the base subscription.

Users of the Oracle Monetization Cloud Service, Test Environment are authorized to access the following module for non-production use only including development, training, and testing activities:

- Oracle Monetization Cloud Service, Test Environment

Usage Limits

The Oracle Monetization Cloud Service, Test Environment defined above is subject to usage limits based on:

- A maximum number of Instances 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 and Oracle Industries Cloud Service Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE MONETIZATION CLOUD SERVICE, STANDALONE NON-PRODUCTION ENVIRONMENT – INSTANCE

Retired Part #: B90877

Description of Services

You have ordered the Oracle Monetization Cloud Service, Standalone Non-Production Environment – Instance (“OMC, Standalone Non-Production Environment”). The OMC, Standalone Non-Production Environment provides the hosting and maintenance of a single standalone non-production environment including capabilities for customers to manage the following:

- Subscriber accounts receivables, billing, discounting, general ledger, invoicing, payments, revenue recognitions, and rating, as well as other capabilities including user management and administrative capabilities, business configurations, business operations, offer design, subscriber management, system configurations, and reporting functionalities

Your Users of OMC, Standalone Non-Production Environment can leverage Oracle’s APIs for integrations. Oracle Monetization Cloud Service, Standalone Non-Production Environment also provide the rating of transactions submitted to Oracle Monetization Cloud Service, Standalone Non-Production Environment from external sources. These events are rated by Oracle Monetization Cloud Service, Standalone Non-Production Environment according to the price plans configured in the corresponding instance of OMC, Standalone Non-Production Environment.

Your Users of the Oracle Monetization Cloud Service, Standalone Non-Production Environment are authorized to access the following modules for non-production use only including demos, development, training, and testing activities:

- Oracle Monetization Cloud Service, Standalone Non-Production Environment
- Oracle Monetization Cloud Service, Offer Design
- Oracle Monetization Cloud Service, Subscriber Management

Oracle will provision 1 Non-Production Environment for this Oracle Cloud Service.

Usage Limits

The Oracle Monetization Cloud Service, Standalone Non-Production Environment is subject to usage limits based on:

- A maximum number of instances defined in Your order.

Data Retention

The standard data retention allowance for Oracle Monetization Cloud Service is as follows:

- 12 months of account and transaction history.

Oracle Cloud Policies

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

ORACLE MONETIZATION CLOUD SERVICE – PER HOSTED \$M REVENUE UNDER MANAGEMENT

Retired Part #: B88118

Oracle Monetization Cloud Service includes the Monetization Cloud Server for managing all the accounts receivables, billing, discounting, invoicing, payments and rating, and Monetization Cloud user interfaces providing user management & administrative capabilities, business configurations, process management and reporting functionalities. Users of Oracle Monetization Cloud Service can leverage our SOAP Web Services API for inbound integrations and our REST API for outbound integrations.

Note: For payment and tax related 3rd party integrations, customers are required to acquire merchant agreements directly with the 3rd party processors before configuring Oracle Monetization Cloud to use the processor's services. Oracle Monetization Cloud will then submit subscriber transactions to 3rd party processors on behalf of the customers. Customers must work with the 3rd party vendors directly to manage subscriber data residing with the 3rd party vendors.

Users of the Monetization Cloud Service are authorized to use the following modules:

- Oracle Communications Billing and Revenue Management for Billing
- Oracle Communications Pricing Design Center
- Oracle Communications Billing Care

Usage Limits

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

- 12 months of account history
- A minimum of 4 billing cycles per month
- 25 Hosted Named Users for Oracle Communications Pricing Design Center
- 25 Hosted Named Users for Oracle Communications Billing Care
- Oracle will provision 2 Environments for this Cloud Service: Production and Non Production (Test).
- Additional Environments (i.e., Enhanced Disaster Recovery) is available for purchase subject to additional fees.

The following usage limits apply per licensed metric (Production instance only):

Quantity Licensed	Accounts	Bills/Invoice per Month	Usage Transactions per Day	File Storage	DB Storage

Hosted \$M	2,000,000	2,000,000	n/a	Up to 4TB	Up to 400GB
Revenue under Management					

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Cloud Service	N/A	48 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software. *RTO and RPO are subject to the Oracle Cloud Disaster Recovery Service Policy and Target Service Availability is subject to the Oracle Cloud Service Level Objective Policy, within the Oracle Cloud Policies identified below.

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance Services* (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE MONETIZATION PREMIUM EDITION CLOUD SERVICE – PER HOSTED \$M REVENUE UNDER MANAGEMENT

Retired Part #: B88119

An instance of Oracle Monetization Premium Edition Cloud Service includes the Monetization Cloud Server for managing all the account receivables, billing, discounting, invoicing, payments, rating and usage processing, Monetization Cloud user interfaces providing user management & administrative capabilities, business configurations, process management and reporting functionalities. Customers of Oracle Monetization Premium Edition Cloud Service can leverage our SOAP Web Services API for inbound integrations and our REST API for outbound integrations.

Note: For payment and tax related 3rd party integrations, customers are required to acquire merchant agreements directly with the 3rd party processors before configuring Oracle Monetization Cloud to use the processor's services. Oracle Monetization Cloud will then submit subscriber transactions to 3rd party processors on behalf of the customers. Customers must work with the 3rd party vendors directly to manage subscriber data residing with the 3rd party vendors. Users of the Oracle Monetization Premium Edition Cloud Service are authorized to use the following modules:

- Oracle Communications Advanced Billing and Revenue Management
- Oracle Communications Pricing Design Center
- Oracle Communications Billing Care

Usage Limits

The Oracle Monetization Premium Edition Cloud Service is subject to usage limits based on:

- 12 Months of account history
- 25 Hosted Named Users for Oracle Communications Pricing Design Center
- 25 Hosted Named Users for Oracle Communications Billing Care
- A minimum of 4 Billing Cycles per month
- Oracle will provision 2 Environments for this Cloud Service: Product and Non-Production (Test).
- Additional instances (Enhanced Disaster Recovery) may be purchased subject to additional fees.

The following usage limits apply per licensed metric (Production instance only):

Quantity	Accounts	Bills/Invoices per Month	Usage Transactions per Day	File Storage	DB Storage
----------	----------	--------------------------	----------------------------	--------------	------------

Hosted \$M	2,000,000	2,000,000	5M	Up to 6TB	Up to 2TB
Revenue under Management					

Disaster Recovery and Service Availability

This Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Premium Edition Cloud Service	N/A	48 hour	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software. *RTO and RPO are subject to the Oracle Cloud Disaster Recovery Service Policy and Target Service Availability is subject to the Oracle Cloud Service Level Objective Policy, within the Oracle Cloud Policies identified below.

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance Services* (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE MONETIZATION, PRICING DESIGN CENTER, CLOUD SERVICE – PER HOSTED NAMED USER

Retired Part #: B88120

Users of the Oracle Monetization, Pricing Design Center, Cloud Service are authorized to access the following module:

- Oracle Billing and Revenue Management, Pricing Design Center

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance Services* (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE MONETIZATION, BILLING CARE, CLOUD SERVICE – PER HOSTED NAMED USER

Retired Part #: B86159

Users of the Oracle Monetization, Billing Care, Cloud Service are authorized to access the following module:

- Oracle Billing and Revenue Management, Billing Care

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance Services* (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE MONETIZATION, ENHANCED DISASTER RECOVERY, CLOUD SERVICE

Retired Part #: B86156

Oracle Monetization, Enhanced Disaster Recovery, Cloud Service option provides for the hosting and maintenance of an additional Production Ready Environment, which is an exact replica of our Production Service Environment available through a different data center enabling rapid failover in case of a disaster scenario. The maintenance or upgrade schedule for the Disaster Recovery Environment is the same as the schedule for Your Existing Service Environment. Each Disaster Recovery Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document.

Disaster Recovery Environment will automatically terminate at the end of the Service Period.

Usage Limits

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

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service Availability does not apply in the event of a declared disaster. The Recovery Point Objective does not apply to customizations or third party software. *RTO and RPO are subject to the Oracle Cloud Disaster Recovery Service Policy and Target Service Availability is subject to the Oracle Cloud Service Level Objective Policy, within the Oracle Cloud Policies identified below.

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance*

Services (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE MONETIZATION PREMIUM EDITION, ENHANCED DISASTER RECOVERY, CLOUD SERVICE

Retired Part #: B86157

Oracle Monetization Premium Edition, Enhanced Disaster Recovery, Cloud Service option provides for the hosting and maintenance of an additional Production Ready Environment, which is an exact replica of Your Production Service Environment available through a different data center enabling rapid failover in case of a disaster scenario. The maintenance or upgrade schedule for the Disaster Recovery Environment is the same as the schedule for Your Existing Service Environment. Each Disaster Recovery Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Disaster Recovery Environment will automatically terminate at the end of the Service Period.

Usage Limits

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

Disaster Recovery and Service Availability

For purposes of Disaster Recovery and Service Availability Level as described in the Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets for the Production Environment:

Cloud Service	Recovery Time Objective	Recovery Point Objective	Target Service Availability Level*
Oracle Monetization Premium Edition Cloud Service	12 hours	2 hours	99.5%

The Service Level Targets do not apply to non-production usage. The Target Service 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. *RTO and RPO are subject to the Oracle Cloud Disaster Recovery Service Policy and Target Service Availability is subject to the Oracle Cloud Service Level Objective Policy, within the Oracle Cloud Policies identified below.

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.

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies, service specifications and orders. The *Payment Card Industry Compliance Services* (“PCI Compliance Services”) document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services supplement the *Oracle Cloud SaaS Security Practices* and are described in the PCI Compliance Services document available at <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > and selecting the Software as a Service (SaaS) Documentation [link](#).

ORACLE SD-WAN ORCHESTRATION CLOUD SERVICE - PER DEVICE

Retired Part # B92130

Running on Oracle Cloud Infrastructure Generation 2, the Oracle SD-WAN Orchestration Cloud Service enables the dynamic management and orchestration of software-defined wide area network devices equipped with the Oracle SD-WAN Edge application through the following main features and functionality:

- Secure administrative access with role-based controls.
- Lifecycle management automation from initial configuration and provisioning, to ongoing administration and enforcement of consistent application policies.
- Dashboard with real-time monitoring capabilities.
- Zero-touch provisioning to facilitate rapid deployment in new locations.

Usage Limit

This Oracle Cloud Service is subject to the maximum number of the applicable metric defined in Your order and a single production environment. You must promptly purchase additional quantities of the Oracle Cloud Service for any excess usage or additional environments.

Disaster Recovery and Service Availability

This Oracle Cloud Service offers the following RTO, RPO and Target Service Availability Level:

Recovery Time Objective	Recovery Point Objective	Target Service Availability Level
4 hours	1 hour	99.5%

Additional information on these targets is set forth in the Oracle Industries Cloud Services Pillar Document available at www.oracle.com/contracts.

Requirements

To use this Oracle Cloud Service, You must:

1. Obtain licenses under separate contract for the Oracle SD-WAN Edge application installed on Devices. However: (a) You may access the Oracle Cloud Service environment prior to acquiring Oracle SD-WAN Edge application licenses for set-up and pre-configuration purposes; and (b) You are recommended to perform a sizing and capacity assessment with Oracle prior to using the Oracle Cloud Service.
2. Download, install, configure, and maintain a supported release of the Oracle SD-WAN Edge application for the duration of the Services Period. If You have a technical support contract for the Oracle SD-WAN Edge application, downloads may be made from MyOracleSupport using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.

Oracle Cloud Policies

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

ORACLE LIVE EXPERIENCE CLOUD SERVICE - SERVICE DESCRIPTIONS

ORACLE LIVE EXPERIENCE CLOUD SERVICE, ENTRY LEVEL

Retired Part #: B89154 – Per Hosted Named User

Retired Part #: B89155 – Per Hosted Named Seat Month

Users of the Oracle Live Experience Cloud Service, Entry Level are authorized to access the following modules and features:

- Web SDK
- Android Customer Experience SDK
- iOS Customer Experience SDK
- Web Associate Experience
- All digital channels: HD Voice, HD Video, Screen Sharing, Annotation, Spotlight, Escalate-to-Digital
- Overview Dashboards
- Basic Routing
- Engagement Scenarios
- Self-Service Interfaces: Application Provisioning, Security Configuration, User Management

Usage Limits: The Oracle Live Experience Cloud Service, Entry Level is subject to usage limits based on:

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

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

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

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

Disaster Recovery and Service Availability

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

Cloud Service	Target Service Availability Level
Oracle Live Experience Cloud Service, Entry Level	99.5%

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

Oracle Cloud Policies and Pillar Documentation

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

ORACLE LIVE EXPERIENCE CLOUD SERVICE, ENTERPRISE

Retired Part #: B89058 – Per Hosted Named User

Retired Part #: B89060 – Per Hosted Connected User

Retired Part #: B89062 – Per Hosted Named Seat Month

Retired Part #: B89064 – Per Hosted Connected Seat Month

Users of the Oracle Live Experience Cloud Service, Enterprise are authorized to access the following modules and features:

- Intelligent Routing and Queue Management
- Engagement History
- Engagement Reports and Insights

Usage Limits: The Oracle Live Experience Cloud Service, Enterprise is subject to usage limits based on:

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

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	40 MB per month	40 MB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	100 MB per month	100 MB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day
Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

Disaster Recovery and Service Availability

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

Cloud Service	Target Service Availability Level
Oracle Live Experience Cloud Service, Enterprise	99.9%

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

Oracle Cloud Policies and Pillar Documentation:

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

ORACLE LIVE EXPERIENCE CLOUD SERVICE, ENTERPRISE PLUS

Retired Part #: B89059 – Per Hosted Named User

Retired Part #: B89061 – Per Hosted Connected User

Retired Part #: B89063 – Per Hosted Named Seat Month

Retired Part #: B89065 – Per Hosted Connected Seat Month

Users of the Oracle Live Experience Cloud Service, Enterprise Plus are authorized to access all the modules and features included in Oracle Live Experience Cloud Service, Enterprise with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- CRM Integration

Usage Limits

The Oracle Live Experience Cloud Service, Enterprise Plus is subject to usage limits based on:

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

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	0.52 TB per month	.8 TB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	1.3 TB per month	2 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day
Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

Disaster Recovery and Service Availability

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

Cloud Service	Target Service Availability Level
Oracle Live Experience Cloud Service, Enterprise Plus	99.9%

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

Oracle Cloud Policies and Pillar Documentation:

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

ORACLE LIVE EXPERIENCE CLOUD SERVICE, ENTERPRISE PLUS ADDITIONAL STORAGE - 50 GIGABYTE STORAGE CAPACITY PER MONTH

Retired Part #: B89066

Oracle Live Experience Cloud Service, Enterprise Plus Additional Storage is an additional option to purchase file storage capacity in 50 Gigabyte per month allocations that might be required depending on usage of Oracle Live Experience Cloud Service, Enterprise Plus.

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

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 Industries Cloud Service Pillar Document*, which may be viewed at www.oracle.com/contracts.

ORACLE COMMUNICATIONS SECURITY SHIELD CLOUD SERVICE – SERVICE DESCRIPTIONS

Oracle Communications Security Shield Cloud Service

Part #: B92012 – Per 10k Transactions per Month

The Oracle Communications Security Shield Cloud Service helps protect telephony networks from malicious actors that launch network attacks such as TDoS through the following main features and functionality:

- Automated, real-time threat detection with caller behavior analysis.
- Basic spoofing detection.
- Call admission through customer-managed “allow” lists and blocklists.
- Dynamic risk assessment (i.e., call reputation scores).
- Automated enforcement protocols (e.g., to block malicious calls).
- Dashboard with real-time analytics and reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Cloud Services will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B92012 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 TPS
101-250	50 TPS
251-700	75 TPS
701-1,250	100 TPS
1,251-1,750	125 TPS
1,751-2,250	150 TPS
2,251-3,000	200 TPS
>3,000	250 TPS

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with Oracle Communications Security Shield Cloud Service).

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective (“RTO”), Recovery Point Objective (“RPO”), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of this Oracle Cloud Service; they do not apply to any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Requirements

In order to use this Oracle Cloud Service, You must:

3. Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport (“MOS”) using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
4. Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
5. Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
6. Promptly purchase additional quantities of Oracle Cloud Services for any excess usage if You exceed Your Subscription Quota for this Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:
 - a. Real-time analytics for the Oracle Communications Security Shield Cloud Service.

You consent to Oracle’s use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Communications Security Shield Cloud Service, Premium Edition

Part #: B92013 – Per 10k Transactions per Month

Oracle Communications Security Shield Cloud Service Premium Edition helps protect telephony networks from malicious actors that launch network attacks through the following main features and functionality:

- Enhanced automated, real-time threat detection with caller behavior analysis, using additional third-party data.
- Fraud risk assessment.
- Enhanced spoofing and spam detection using third-party data.
- Enhanced call admission based on customer-managed “allow” lists, blocklists, and caller verification.
- Enhanced dynamic risk assessment (i.e., call reputation scores) using third-party data.
- Automated enforcement protocols (e.g., to block malicious calls).
- Dashboard with real-time analytics and reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Cloud Services will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B92013 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 tps
101-250	50 tps
251-700	75 tps
701-1,250	100 tps
1,251-1,750	125 tps
1,751-2,250	150 tps
2,251-3,000	200 tps
>3,000	250 tps

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with the Oracle Communications Security Shield Cloud Service).

Disaster Recovery and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following RTO, RPO and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Requirements

In order to use this Oracle Cloud Service, You must:

- Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport (“MOS”) using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
- Promptly purchase additional quantities of Oracle Cloud Services for any excess usage if You exceed Your Subscription Quota for this Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:
 - a. Real-time analytics for the Oracle Communications Security Shield Cloud Service Premium Edition.
 - b. All enhanced functionality in Oracle Communications Security Shield Cloud Service Premium Edition using third-party data (i.e., automated threat detection, spoofing detection, and dynamic risk assessment).

You consent to Oracle’s use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

You consent to the Oracle Cloud Service using third-party services to obtain data (e.g., a risk score), about a telephone number, and to the request for such data being routed to a different geographical country or region in case of failover.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls

Part #: B97484 – Per 10k Transactions per Month

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, bolsters call answering rates for outbound calls and mitigates enterprise spoofing through the following main features and functionality:

- Telephone number reputation monitoring.
- Spam and number spoofing mitigation.
- Setting outbound call policies and rules.
- Ability to integrate with an agreed-upon, third party “call signing” vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission’s STIR/SHAKEN framework (“Call Signing Vendor”).
- Dashboard with access to real-time analytics, including default and customized reporting capabilities.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order. In addition, this Oracle Cloud Service will not process transactions in excess of the TPS set forth in the table below.

QUANTITY OF PART NO. B97484 ORDERED	MAXIMUM NUMBER OF TPS
1-100	25 TPS
101-250	50 TPS
251-700	75 TPS
701-1,250	100 TPS
1,251-1,750	125 TPS
1,751-2,250	150 TPS
>2,251	200 TPS

You are entitled to the following for the duration of the Services Period for this Oracle Cloud Service subject to any conditions set forth herein or in Your order:

- CCS.
- SR (only when your non-Oracle SBCs or similar functionality will be integrated with the Oracle Communications Security Shield Cloud Service).

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective (“RTO”), Recovery Point Objective (“RPO”), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service.

Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Services

The Call Signing Vendor is a Third Party Service as defined in the Master Agreement.

For the avoidance of doubt, Oracle is not responsible for the security, protection, or confidentiality of Your Content or Third Party Content (as such terms are defined in the Master Agreement) transmitted to the Call Signing Vendor.

Requirements

In order to use this Oracle Cloud Service, You must:

- Download, install, configure, and maintain a supported release (as determined by Oracle) of the CCS license components for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MyOracleSupport (“MOS”) using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Download, install, configure, and maintain a supported release (as determined by Oracle) of the SPL components on the E-SBC, SBC or SR (as applicable) for the duration of the Services Period. If You have a technical support contract for the CCS application, downloads may be made from MOS using Your assigned customer support identifier, or, if not, from the Oracle Software Distribution Center.
- Provide Oracle with all necessary information related to CCS to support troubleshooting activities (e.g., system and debug logs).
- Promptly purchase additional quantities of the Oracle Cloud Service for any excess usage if You exceed Your Subscription Quota for this part number during an annual subscription period. The

following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:

- a. Real-time analytics for Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
 - b. Spam Tag Detection and Mitigation using Third Party Services.
- Procure a Call Signing Vendor under a separate contract (with such vendor).
 - Be responsible for, and manage, the integration between Your Call Signing Vendor and the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
 - Promptly communicate all feedback and responses to Oracle, including during any testing.

You consent to Oracle's use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call

Part #: B97485 - Per 10k Transactions per Month

The Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call is an optional add-on service to the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls. It provides the capability to attest that calls are from a legitimate source by adding a cryptographic signature (using signature or certificate attestation from a Call Signing Vendor (as such term is defined below)).

This Cloud Service supersedes the following capability in the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls (Part # B97484):

- Ability to integrate with an agreed-upon, third party "call signing" vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission's STIR/SHAKEN framework ("Call Signing Vendor").

Pre-requisites

To use this Oracle Cloud Service, You must also purchase the following:

- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number.

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective (“RTO”), Recovery Point Objective (“RPO”), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level above apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target service availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service. Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Data Sharing Consent

Third party content, that is call signatures, made available by, through, or as part of this Oracle Cloud Service is supplied by third parties. You consent to Oracle sending the received telephone numbers in a phone call to a third party for creating the call signatures and ensuring third party vendors can verify call validity.

Requirements

In order to use this Oracle Cloud Service, You must:

- Promptly communicate all feedback and responses to Oracle, including during any testing.
- Promptly purchase additional transaction units for any excess usage if You exceed Your Subscription Quota for this Oracle Cloud Service during an annual subscription period. The following features and functionality will be automatically removed until You purchase additional transaction units to account for such excess usage:
 - a. Real-time analytics for Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
 - b. The use of third-party content (i.e., call signatures).

You consent to Oracle’s use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number

Part #: B107996 - Telephone Number

The Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Number is an optional add-on service to Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls. It verifies that You have the right to use a telephone number. For telephone numbers whereby it is established that You have the right to use such telephone number, calls may be attested using a cryptographic signature.

This Oracle Cloud Service supersedes the following capability in the Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls (Part # B974845):

- Ability to integrate with an agreed upon, third party “call signing” vendor, i.e., an entity that can provide a certificate to create a signature as defined in IETF RFC8225 and such certificate is valid within the Federal Communication Commission’s STIR/SHAKEN framework (“Call Signing Vendor”).

Pre-requisites

To use this Oracle Cloud Service, You must also purchase the following:

- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls.
- Oracle Communications Security Shield Cloud Service, Trusted Enterprise Calls, Attested Call.

Usage Limits

This Oracle Cloud Service is subject to the maximum number of the applicable metric specified in Your order.

Disaster Recover and Target Service Availability

As described in the *Oracle Industries Cloud Services Pillar Document*, this Oracle Cloud Service has the following Recovery Time Objective (“RTO”), Recovery Point Objective (“RPO”), and Target Service Availability Level:

RTO	RPO	TARGET SERVICE AVAILABILITY
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to non-production use. The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability or a national or global emergency or during Unplanned Downtime.

The RTO, RPO, and Target Service Availability Level apply only to the cloud components of the Oracle Cloud Service; they do not apply any on-premise software component or product. Target Service

Availability is measured based upon the number of transaction units sent from CCS that are processed by the Oracle Cloud Service.

Additional information on the service level targets defined above is set forth in the *Oracle Industries Cloud Services Pillar Document* available at www.oracle.com/contracts.

Third Party Data Sharing Consent

You consent to Oracle sending the telephone numbers You select to a third party for telephone number and “right-of-use” vetting.

Requirements

In order to use this Oracle Cloud Service, You must:

- Promptly communicate all feedback and responses to Oracle, including during any testing.

You consent to Oracle’s use of call data in the Oracle Cloud Service for the limited purpose of evaluating and enhancing the capabilities of the Oracle Cloud Service machine learning algorithms.

Oracle Cloud Policies and Pillar Documentation

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