

# **Oracle CRM On Demand Service Descriptions and Metrics**

**August 17, 2015**

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## ***Metric Definitions and Glossary***

**100 Megabytes (MB)** is defined as 100 megabytes of computer storage space used by a storage filer equal to one hundred million bytes allocated through the Cloud Service each month.

**500 Gigabytes (GB)** is defined as 500 gigabytes of computer storage space used by a storage filer equal to five hundred billion bytes allocated through the Cloud Service each month.

**100,000 Hosted Customer Records** is defined as 100,000 unique Customer Records accessed using the program during a calendar month, including contact records and unconverted lead records (i.e. prospects). Accessed Customer Records include all records accessed through campaigns (static, workflow, adaptive), microsites, web forms, lead scoring, web tracking, import, and response processing. Customer Records do not include shared references that may be essential for data management purposes and excludes anonymous website visitors. Customer Records do include contact or prospect records that are stored in the system temporarily during the subscription term (for example for rented prospect data). Accounts with no associated contacts but which are communicated to using the program are calculated as one contact per account.

**500,000 Messages** is defined as 500,000 email message sent to marketing contacts (including contacts, customers, prospects, or employees) from the Oracle CRM On Demand Marketing system. You are purchasing storage to be used for the entire Service Period as specified in Your order. Unused or partially used email blocks expire at the end of the subscription term and do not rollover to a new term.

**Customer** is defined as the customer entity specified on Your order and is responsible. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates.

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

**Network** is defined as a telecommunications network provided by the customer for the purpose of transferring data from the customer to Oracle and from Oracle to the Customer.

**POD** is defined as an instance of the Oracle CRM On Demand application including Web server, Application components, Database server components and Databases, e.g. Production, Stage, Private Customer Test Environment (Private CTE), and Disaster Recovery (DR). The security controls referenced in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Software as a Services Policies apply to each POD type, e.g. Production, Stage, Private CTE, and DR, individually. Customers are not provided with direct login access to the Web server, Application components, Database server components and Databases.

**Registered User** is defined as one of the following types of individuals who you have authorized to access the hosted service, regardless of whether such individual is actively using the services at any given time: (i) your business partner, (ii) your customer, or (iii) your employee who is authorized by you to access the hosted services solely for the purpose of supporting your administrative and customer service functions. Except as set forth in the preceding sentence, your employees may not access the hosted services.

**T1 Connection** is defined as a dedicated connection between Oracle and the Customer supporting data rates of 1.544Mbits per second. Each T1 Connection consists of 24 individual channels, each of which supports data rates of 64Kbits per second. Each 64Kbit/second channel can be configured to carry voice or data traffic. Customer Records do include contact or prospect records that are stored in the system temporarily during the subscription term (for example for rented prospect data).

**Telephone Number** is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers. As a condition of the license for the hosted services, each Registered User shall be required to enroll in hosted services by entering in a unique user name, account information and accepting terms and conditions of use upon signing into your environment.

**Tenant** is defined as a logical group of data, identity, and configuration which is hosted on a specific POD for a specific customer. Customers may be provisioned as one or more Tenant(s) on one or more POD(s). Access to Tenant data and configuration is strictly limited to a single customer and enforced by access control and identity management. Data and configuration are designed not to be shared between Tenants. Should a Tenant wish to share data or configuration with another Tenant, tools are available to allow development of custom processes using Web Services.

**Test Environment** is defined as a single test environment provided to You as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment, as well as for recreating events and duplicating issues occurring in the production environment for the purposes of trouble shooting and facilitating incident resolution.

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

**Web Services** is defined as a standardized way of integrating Web-based applications over the Web which allow businesses to communicate with each other and with other clients, without intimate knowledge of each other's IT systems. Web Services share business logic, data, and processes through a Web Services application programming interface (API). Application developers can then add the Web Services to a software application (such as a Web page or executable program) to offer specific functionality to users.

## ***Oracle CRM On Demand – Service Descriptions***

### **Oracle CRM On Demand - Single-Tenant - Enterprise Edition – Per Hosted Named User**

Part # B82367

Users of the Oracle CRM On Demand - Single-Tenant - Enterprise Edition Cloud Service are authorized to access the following module:

- Oracle CRM On Demand – Single-Tenant – Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand – Single-Tenant – Enterprise Edition service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand – Single-Tenant – Enterprise Edition are also authorized to access the following module:

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand – Single-Tenant – Enterprise Edition service. If the Oracle CRM On Demand – Single-Tenant – Enterprise Edition service lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand - Single-Tenant, Automotive Enterprise Edition – Per Hosted Named User**

Part # B83763

Users of the Oracle CRM On Demand - Single-Tenant, Automotive Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand – Single-Tenant, Automotive Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand – Single-Tenant, Automotive Enterprise Edition service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand – Single-Tenant – Automotive Enterprise Edition are also authorized to access the following module:

- CRM On Demand Mobile Sales Data Access (“MSDA”)

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand – Single-Tenant – Automotive Enterprise Edition service. If the Oracle CRM On Demand – Single-Tenant – Automotive Enterprise Edition service lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.



## Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition - Insurance Solution – Per Hosted Named User

Part # B83765

Users of the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution are also authorized to access the following module:

- CRM On Demand Mobile Sales Data Access (“MSDA”)

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution. If the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Insurance Solution lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery

obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition - Wealth Management Solution – Per Hosted Named User**

Part # B83766

Users of the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution are also authorized to access the following module:

- CRM On Demand Mobile Sales Data Access (“MSDA”)

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution. If the Oracle CRM On Demand - Single-Tenant, Financial Services Enterprise Edition – Wealth Management Solution lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition - Hosted Named User**

Part # B83769

Users of the Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition are also authorized to access the following module:

- CRM On Demand Mobile Sales Data Access (“MSDA”)

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand - Single-Tenant, High Technology Enterprise Edition. If the Oracle CRM On

Demand - Single-Tenant, High Technology Enterprise Edition lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition - Medical Solution - Per Hosted Named User**

Part # B83771

Users of the Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

You shall have the option to choose from a set of pre-defined maintenance windows during which scheduled maintenance and release management activities will be performed.

Users of the Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition are also authorized to access the following module:

- CRM On Demand Mobile Sales Data Access (“MSDA”)

MSDA is a module that can be used on certain types of Personal Digital Assistants (“PDAs”) to allow Your authorized Users to access the CRM On Demand Service. To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition. If the Oracle CRM On Demand - Single-Tenant, Life Sciences Enterprise Edition lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant – Standard Edition – Per Hosted Named User**

Part # B82368

Users of the Oracle CRM On Demand - Single-Tenant – Standard Edition are authorized to access the following module:

- Oracle CRM On Demand – Single-Tenant – Standard Edition

**Usage Limits:** This Oracle CRM On Demand – Single-Tenant – Standard Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand - Single-Tenant, Automotive Standard Edition – Per Hosted Named User**

Part # B83764

Users of the Oracle CRM On Demand - Single-Tenant – Automotive Standard Edition Cloud Service are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant – Automotive Standard Edition Cloud Service

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant – Automotive Standard Edition Cloud Service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand - Single-Tenant, Financial Services Standard Edition - Insurance Solution – Per Hosted Named User**

Part # B83767

Users of the Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Insurance Solution are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Insurance Solution

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Insurance Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant, Financial Services Standard Edition - Wealth Management Solution – Per Hosted Named User**

Part # B83768

Users of the Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Wealth Management Solution are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Wealth Management Solution

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant – Financial Services Standard Edition – Wealth Management Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant, High Technology Standard Edition – Per Hosted Named User**

Part # B83770

Users of the Oracle CRM On Demand - Single-Tenant – High Technology Standard Edition are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant – High Technology Standard Edition

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant – High Technology Standard Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**CRM On Demand - Single-Tenant, Life Sciences Standard Edition - Medical Solution – Per Hosted Named User**

Part # B83772

Users of the Oracle CRM On Demand - Single-Tenant – Life Sciences Standard Edition – Medical Solution are authorized to access the following module:

- Oracle CRM On Demand - Single-Tenant – Life Sciences Standard Edition – Medical Solution

**Usage Limits:** The Oracle CRM On Demand - Single-Tenant – Life Sciences Standard Edition – Medical Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Single-Tenant Setup**

Part # B84035



The Single-Tenant Setup fee applies to each new production POD of Oracle CRM On Demand Single Tenant including migrations from CRM On Demand Multi-Tenant to Single-Tenant.

For the Oracle CRM On Demand – Single-Tenant Setup, Oracle will provision a single production POD of Oracle CRM On Demand Single-Tenant Enterprise Edition or Standard Edition which consists of a dedicated Oracle CRM On Demand database, application server, and analytics server, hosted at Oracle's data center.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the CRM On Demand Software as a Service Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Multi-Tenant - Enterprise Edition – Per Hosted Named User**

Part # B82369

Users of the Oracle CRM On Demand Multi-Tenant – Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant – Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant – Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Multi-Tenant, Automotive Enterprise Edition – Per Hosted Named User**

Part # B83758

Users of the Oracle CRM On Demand – Multi-Tenant, Automotive Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant, Automotive Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant, Automotive Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand - Multi-Tenant, Financial Services Enterprise Edition - Insurance Solution – Per Hosted Named User**

Part # B83759

Users of the Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Insurance Solution are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Insurance Solution

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Insurance Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand - Multi-Tenant, Financial Services Enterprise Edition - Wealth Management Solution - Per Hosted Named User

Part # B83760

Users of the Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Wealth Management Solution are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Wealth Management Solution

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant, Financial Services Enterprise Edition – Wealth Management Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand - Multi-Tenant, High Technology Enterprise Edition – Per Hosted Named User

Part # B83761

Users of the Oracle CRM On Demand – Multi-Tenant, High Technology Enterprise Edition are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant, High Technology Enterprise Edition

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant, High Technology Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Multi-Tenant, Life Sciences Enterprise Edition - Medical Solution – Per Hosted Named User**

Part # B83762

Users of the Oracle CRM On Demand – Multi-Tenant, Life Sciences Enterprise Edition – Medical Solution are authorized to access the following module:

- Oracle CRM On Demand – Multi-Tenant, Life Sciences Enterprise Edition – Medical Solution

**Usage Limits:** The Oracle CRM On Demand – Multi-Tenant, Life Sciences Enterprise Edition – Medical Solution is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand - Deal Management – Per Hosted Named User**

Part # B82370

Users of the Oracle CRM On Demand – Deal Management service are authorized to access the following modules:

- Oracle CRM On Demand – Deal Management

**Usage Limits:** The Oracle CRM On Demand – Deal Management offering is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely

affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

- Additional storage may be purchased subject to additional fees.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**CRM On Demand CRM Desktop – Per Hosted Named User**

Part # B82371

Users of the CRM On Demand CRM Desktop are authorized to access the following modules:

- CRM On Demand CRM Desktop

**Usage Limits:** The CRM On Demand CRM Desktop service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- The number of Hosted Named Users must be equal to the number of Hosted Named Users of the CRM On Demand service purchased by You. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- The following usage limits apply per Hosted Named User:

No storage is provided under Oracle CRM On Demand Desktop. Oracle CRM On Demand Desktop uses the database storage provided under Oracle CRM On Demand.

To use the CRM On Demand Desktop service, You are required to first purchase and maintain Oracle CRM On Demand. If the Oracle CRM On Demand service lapses or otherwise ends, Your right to use the CRM On Demand Desktop will also automatically end.

You are responsible for the configuration of CRM On Demand Desktop Service (CRM Desktop). The current version of CRM On Demand Desktop is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>. CRM On Demand Desktop is available only for the 2007 and 2010 versions of Microsoft Outlook and operating systems identified on the E-Delivery web site. You are responsible to ensure proper installation of CRM On Demand Desktop on all of Your users' computers.

You acknowledge that CRM On Demand Desktop synchronizes data only between itself and the CRM On Demand Service and that Oracle is not responsible for any data synchronization between Microsoft Outlook and any other device, software (client or server) or environment. Please note that licenses for Microsoft Outlook are not included as part of the CRM On Demand Desktop offering, and You must separately purchase and maintain such licenses and related support for Microsoft Outlook for the duration of the services under this ordering document.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Disconnected Mobile Sales Hosted Edition – Per Hosted Named User**

Part # B82397

Your annual subscription to Oracle CRM On Demand Life Science Hosting for American Medical Association Physician Professional Data includes up to the number of hosted named users specified in this Ordering Document. As a condition of Your use of Oracle CRM On Demand Life Science Hosting for American Medical Association Physician Professional Data, You are required to obtain, and maintain for the duration of the services term under Your order, all valid licenses for the American Medical Association Physician Professional Data (the “AMA Data”) as required by the American Medical Association and as necessary for use with the services specified in this Ordering Document. Oracle may suspend Oracle CRM On Demand Life Science Hosting for American Medical Association Physician Professional Data immediately if Your licenses for the AMA Data lapse. Your order and Oracle CRM On Demand Life Science Hosting for American Medical Association Physician Professional Data hereunder will automatically terminate if You do not obtain a valid licenses for the AMA Data within thirty calendar days after the lapse of such licenses. In the event that Oracle’s right to host the AMA Data is terminated for any reason, You shall (i) promptly remove such AMA Data from Your services environment (Oracle will endeavor to provide You with thirty (30) days prior written notice of such termination), and (ii) You shall have the right to terminate this Ordering Document and the Oracle CRM On Demand Life Science Hosting for American Medical Association Physician Professional Data hereunder within thirty (30) days thereafter upon written notice to Oracle. You agree to defend and indemnify Oracle against any claim arising out of a violation of Your obligations under this section.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Disconnected Mobile Sales – Per Hosted Named User**

Part # B82372

To receive the Oracle CRM On Demand Disconnected Mobile Sales product:

- You must purchase and maintain either the Oracle CRM On Demand – Single-Tenant (“CRMOD – Single-Tenant”) service or the Oracle CRM On Demand – Multi-Tenant (“CRMOD – Multi-Tenant”) service.
- You are required to implement Oracle CRM On Demand Disconnected Mobile Sales server software at Your location, and to provide all the necessary hardware, software, and network components to host Oracle CRM On Demand Disconnected Mobile Sales product including, but not limited to, operating system (OS), database, web server, data circuit(s), and other related network infrastructure (collectively, the “Infrastructure”). The current version of the Oracle CRM On Demand Disconnected Mobile Sales server software is available for download at the E-Delivery web site located at the following Internet URL: <http://edelivery.oracle.com>.

- Your Users are required (i) separately to procure mobile device hardware based on the recommendations from Oracle and (ii) to install the Oracle CRM On Demand Disconnected Mobile Sales client application onto such User mobile hardware devices. Oracle will make the Oracle CRM On Demand Disconnected Mobile Sales client application available for download at the Apple Apps Store (<http://www.apple.com/ipad/from-the-app-store>).

You must ensure that each of Your server(s) on which You implemented Oracle CRM On Demand Disconnected Mobile Sales server software points to only one Tenant of the Oracle CRM On Demand Service. Note that CRM On Demand Single Sign On (SSO) is not available for use with the Oracle CRM On Demand Disconnected Mobile Sales product.

## **Security**

For the full term of the Oracle CRM On Demand Disconnected Mobile Sales as described in Your order, You are required to manage, deploy, secure and maintain (a) CRM On Demand Disconnected Mobile Sales server hardware and software within the Infrastructure at Your location, (b) Users' mobile device hardware and software, (c) communications between User's mobile device hardware and Your location, and (d) communications between Oracle CRM On Demand Disconnected Mobile Sales server software, and Your Oracle CRM On Demand POD. In particular, You are required to:

- Ensure all Oracle CRM On Demand Disconnected Mobile Sales components, operating system (OS), database, and other required software is updated with the latest version of security patches no later than thirty (30) days after a security patch is released.
- Ensure the latest version of Oracle CRM On Demand Disconnected Mobile Sales client application and Oracle CRM On Demand Disconnected Mobile Sales server software is installed no later than thirty (30) days after a new Oracle version or patch is released.
- Ensure all necessary and reasonable security hardening is applied to secure Users' mobile device hardware, Oracle CRM On Demand Disconnected Mobile Sales client application, Oracle CRM On Demand Disconnected Mobile Sales server software, Infrastructure, and related components.

Oracle CRM On Demand HIPAA Security Service does not apply to CRM On Demand Disconnected Mobile Sales components deployed by You or otherwise located on Your Infrastructure or User mobile device hardware. Oracle CRM On Demand – 21 CFR Part 11 Validation Support Service does not apply to CRM On Demand Disconnected Mobile Sales components deployed by You or otherwise located on Your Infrastructure or User mobile device hardware.

If Your business is subject to the Healthcare Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009, and/or Title 21 of the Code Of Federal Regulations Part 11, You are solely responsible for managing the use of the Oracle CRM On Demand Disconnected Mobile Sales product, Users' mobile device hardware, Oracle CRM On Demand Disconnected Mobile Sales client application, and Oracle CRM On Demand Disconnected Mobile Sales server software in compliance with such laws and regulations.

## **Capacity Planning**

Your use of the Oracle CRM On Demand Disconnected Mobile Sales product is subject to certain service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Additional storage capacity and Web services capacity may be purchased for additional

fees. Prior to Your use of the Oracle CRM On Demand Disconnected Mobile Sales product, You must work with Oracle to:

- Perform sizing and capacity planning of the Infrastructure to support Your anticipated workload, including, but not limited to the following:
  - Ensuring sufficient network capacity to facilitate communications between User’s mobile device hardware and Your location.
  - Ensuring routers and adequate network bandwidth between Your location and Oracle CRM On Demand, i.e., LAN, Virtual LAN (VLAN), and WAN.
  - Ensuring adequate server capacity for Your Oracle CRM On Demand Disconnected Mobile Sales server software deployment.
- Complete an OSA – 10 (Sizing Questionnaire), and inform Oracle CRM On Demand of significant workload changes to existing implementations throughout Your use of the Oracle CRM On Demand Disconnected Mobile Sales product.

### **Service Requests**

Your help desk is responsible for initial triage and validation of calls or electronic requests from Your Users. You are solely responsible for addressing requests and issues that involve the mobile device hardware, Infrastructure, and communications to and from Your location and mobile devices. For any request that involves functional or technical issues of Oracle CRM On Demand Disconnected Mobile Sales server software or the Oracle CRM On Demand Disconnected Mobile Sales client application, Your help desk will submit a Service Request (SR) to Oracle Global Customer Support via My Oracle Support for Oracle specific functional and technical assistance. Oracle will provide such assistance to Your help desk and not directly to Your Users.

You must provide Oracle with the following:

- Primary and secondary contact information with 24x7x365 availability to assist Oracle with testing and troubleshooting the Oracle CRM On Demand Disconnected Mobile Sales server software.
- Unique user account(s) to Oracle personnel to enable Oracle to access the Oracle CRM On Demand Disconnected Mobile Sales server software for purposes of testing and troubleshooting.
- Access to Your relevant functional, technical, and business resources with adequate skills and knowledge to support Oracle’s testing and troubleshooting of the Oracle CRM On Demand Disconnected Mobile Sales server software.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle CRM On Demand Enterprise Lead Referral – Per Hosted Named User**



Part # B83989

Users of the Oracle CRM On Demand Enterprise Lead Referral service are authorized to access the following modules:

- Leads (create only),
- Analytics, and
- Web applets (homepage only)

**Usage Limits:** The Oracle CRM On Demand Enterprise Lead Referral service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

To use the Oracle CRM On Demand Enterprise Lead Referral, You must first purchase and maintain Oracle CRM On Demand – Financial Services Edition. If the Oracle CRM On Demand – Financial Services Edition lapses or otherwise ends, the Oracle CRM On Demand Enterprise Lead Referral will also automatically end.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand – Mobile Sales Data Access – Per Hosted Named User**

Part # B82373

Users of the Oracle CRM On Demand – Mobile Sales Data Access are authorized to access the following modules and functionality:

- Oracle CRM On Demand accessed via certain types of Personal Digital Assistants (“PDAs”)

**Usage Limits:** The Oracle CRM On Demand – Mobile Sales Data Access (“MSDA”) is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.

To use MSDA, You are required to first purchase and maintain the Oracle CRM On Demand service. If the Oracle CRM On Demand service lapses or otherwise ends, Your right to use MSDA will also automatically end.

You agree to ensure that all of Your Users using the MSDA are properly licensed pursuant to the terms of Your Agreement and ordering document. You agree to pay all applicable fees for any usage of the MSDA and CRM On Demand Service by Your Users. The current version of MSDA is available for download at the E-Delivery web site

located at the following Internet URL: <http://edelivery.oracle.com>. The MSDA is available only for the PDAs and operating systems identified on the E-Delivery web site. You acknowledge that Oracle is under no further delivery obligation under Your order, electronic download or otherwise. You shall be responsible to ensure proper installation of the MSDA on all PDAs of Your Users. Please note that a mobile device and data plan are not included in the offering and must be purchased separately.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand for Partner Relationship Management – Per Hosted Named User**

Part # B82374

The Oracle CRM On Demand for Partner Relationship Management service entitles only employees of your Business Partners (defined below) to access CRM On Demand for Partner Relationship Management (i) as “Users” under the Agreement and Your order and (ii) subject to the terms of such Agreement and Ordering Document. Employees, contractors and agents of yours are not permitted to access or use CRM On Demand for Partner Relationship Management. As used herein, a “Business Partner” is an entity (i) with whom you transact business and (ii) whose employees are authorized by you to use CRM On Demand for Partner Relationship Management as Users, as defined in the Agreement.

To use the Oracle CRM On Demand for Partner Relationship Management, You must first purchase and maintain the Oracle CRM On Demand service for a minimum of at least one Hosted Name User. If the Oracle CRM On Demand service ends, the Oracle CRM On Demand for Partner Relationship Management service will also automatically end.

**Usage Limits:** The Oracle CRM On Demand for Partner Relationship Management service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle CRM On Demand Read Only Subscription – Per Hosted Named User**

Part # B82375

A CRM On Demand Read Only User is defined as an individual who is your employee, agent, or contractor, and who you have authorized to access one or more of the following CRM On Demand Single-Tenant or Multi-Tenant functions: read-only access to any record types (e.g., contacts, accounts, opportunities, custom objects, etc.) used by you; full access to custom tabs and web applets; full access to all action bar functionality; full access to home page edit layouts; full access to managed lists; full access to personal profile management; read-only access to analytics reports and dashboards; and read-only access to sales forecasts.

Users of the CRM On Demand Read Only Subscription are authorized to use the following modules and functionality:

- Read-only access to any record types (e.g., contacts, accounts, custom objects, etc.) of the CRM On Demand Multi Tenant Edition or CRM On Demand Single Tenant Edition.
- Full access to the following functionality: custom tabs and web applets, all action bar functionality, home page edit layouts, managed lists, personal profile management, analytics reports and dashboards.
- Read-only access to sales forecasts

You acknowledge that your Read Only Users are prohibited from accessing any functionality not listed above, and prohibited from performing the following activities:

- Create, update, merge, or delete transactional data (e.g., contacts, accounts, opportunities, custom objects, etc.);
- Create analytic reports;
- Run any analytic report that takes longer than five (5) seconds to complete;
- Run any list that takes longer than three (3) seconds to complete;
- Import data;
- Perform lead functions (e.g., qualify, convert, reject, archive, etc.);
- Perform Outlook Email Integration or Lotus Notes Email Integration;
- Perform PIM Sync;
- Use the offline client;
- Use CRM On Demand Desktop, or any other offline client;
- Access data via CRM On Demand Mobile Sales Assistant, Disconnected Mobile Sales, or any other client;
- Perform administration of the application.

As a condition of the license for CRM On Demand Read Only User subscriptions, the number of CRM On Demand Read Only User subscriptions may not exceed more than 30% of the total amount of CRM On Demand Single-Tenant Full Use Subscription Users or Multi-Tenant Full Use Subscription Users (the “user population”), as applicable.

**Usage Limits:** The Oracle CRM On Demand Read Only Subscription is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service

performance, and Oracle is not responsible for resulting performance issues including missed service levels.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Teller Referral – Per Hosted Named User**

Part # B82376

Users of the Oracle CRM On Demand Teller Referral service are authorized to access the following modules:

- Campaigns and Contacts (read only);
- Leads and Service Requests (create only);
- Analytics and Web applets (read only, homepage and Contact detail pages)

**Usage Limits:** The Oracle CRM On Demand Teller Referral service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Additional storage may be purchased subject to additional fees.

To use the Oracle CRM On Demand Teller Referral service, You must first purchase and maintain Oracle CRM On Demand – Financial Services Edition. If the Oracle CRM On Demand – Financial Services Edition lapses or otherwise ends, the Oracle CRM On Demand Teller Referral service will also automatically end.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Validation Support Service for Title 21 CFR Part 11**

Part # B84010

The Oracle CRM On Demand Validation Support Service for Title 21 CFR Part 11 is an optional service for Oracle CRM On Demand Life Sciences customers. As part of this service, Oracle will assist You by providing documentation about Your Oracle CRM On Demand service that can be used as part of the Your validation document set, including a Design Specification document and an Installation Verification of the Hardware and Software document.

The Oracle CRM On Demand Validation Support Service for Title 21 CFR Part 11 option is (i) described in the CRM On Demand Validation Support Service Option Schedule which You may access the policies at <https://support.oracle.com> via the following path: Knowledge > Knowledge Browser > Online Documentation > Software as a Service and are (ii) governed by the terms and conditions of such Schedule, the Agreement and Your order. You are solely responsible for validation.

Oracle's performance of this service is dependent on Your timely provision of assistance, cooperation, complete and accurate information from Your officers, agents and employees, and timely responses to incidents that require Your participation. As reasonably requested by Oracle, You will provide Oracle with access to the relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Additional Storage**

Part # B82377

The Oracle CRM On Demand Additional Storage increases Your total Storage allotment by the following increment: 50,000 Records and 300 Megabytes File Attachments per month. The Oracle CRM On Demand Additional Storage applies for the duration of the service term under Your order. Unused or partially used Storage blocks expire at the end of the term, and do not carry-over or rollover to any new term (e.g., a renewal of services).

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Additional Web Services Operations**

Part # B82378

The CRM On Demand Additional Web Services Operations offering increases Your total Web Services allotment by the following increment: 500 Web Services Operations, and 1MB of Web Services Bandwidth per day. The Oracle CRM On Demand Additional Web Services Operations applies for the duration of the service term under Your order. Unused or partially used web services blocks expire at the end of the term, and do not carry-over or rollover to any new term (e.g., a renewal of services).

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## ***CRM On Demand Marketing – Service Descriptions***

### **Oracle CRM On Demand Marketing - Multi-Tenant, Enterprise Edition – Per Hosted Named User**

Part # B82379

Users of CRM On Demand Marketing – Multi-Tenant are authorized to use the following subset of functionality of CRM On Demand – Multi-Tenant, Enterprise Edition or industry editions:

- Record types (contacts, accounts, leads, campaign, tasks/activities, product, household, business plan, project, objective, user, company)
- Calendar screens
- System Administration functions
- Access to custom objects, custom tabs and web applets
- Access to action bar functionality
- Access to home page edit layouts
- Access to managed lists
- Access to personal profile management
- Access to analytics reports and dashboards

**Usage Limits:** Oracle CRM On Demand Marketing – Multi-Tenant, Enterprise Edition is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Oracle CRM On Demand Marketing – Multi Tenant, Enterprise Edition is subject to the maximum amount of Hosted Customer Records and email messages permitted by the subscribed amounts purchased by You of CRM On Demand Marketing users (Multi-Tenant and/or Field Option), CRM On Demand Marketing – Additional Volume and CRM On Demand Marketing – Additional Email.

The maximum number of Hosted Customer Records that may be hosted within Your Oracle CRM On Demand Marketing environment is the total number of records purchased under Your order, calculated as follows: (i) the total number of Hosted Named Users (CRM On Demand Marketing – Multi-Tenant plus CRM On Demand Marketing – Field Option, if applicable) times 1000 (i.e., 1000 records per user), plus (ii) the quantity of Additional Volume blocks subscribed under Your order. Hosted Customer Records are unique occurrences of data and records and do not include shared references that may be essential for data management purposes. The calculation of the quantity of Hosted Customer Records that are hosted within Your Oracle CRM On Demand

Marketing environment excludes anonymous website visitors but includes contact or prospect records that are stored in the system temporarily during the subscription term (for example, rented prospect data). Hosted Customer Records are accessed by the CRM On Demand Marketing service by any of the following capabilities: campaigns (static, workflow, adaptive), microsites, web forms, lead scoring, web tracking, import, and response processing. The maximum number of email messages that may be sent from the Oracle CRM On Demand Marketing environment during the term of the CRM On Demand Marketing service under Your order is the total number of email messages purchased under Your order, calculated as follows: (i) the total number of Hosted Named Users (CRM On Demand Marketing – Multi-Tenant plus CRM On Demand Marketing – Field Option, if applicable) subscribed under Your order times the number of years of the subscription term times 6000 (i.e., 6000 emails per user per year), plus (ii) the quantity of Additional Email blocks subscribed under Your order. Additional volumes of Hosted Customer Records and email messages may be purchased for additional fees via written mutual agreement of the parties. If Your cumulative email usage exceeds the maximum during the subscription term, You will be required to purchase additional block(s) of CRM On Demand Marketing – Additional Email to cover the excess amount.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle CRM On Demand Marketing - Field Option – Per Hosted Named User**

Part # B82380

Users of CRM On Demand Marketing – Field Option are authorized to use the following module:

- CRM On Demand Marketing – Field Option

**Usage Limits:** The CRM On Demand Marketing – Field Option is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order, and
- the service allotments defined in the Services Allotments for Oracle CRM On Demand document referenced in the Oracle CRM On Demand Services Policies. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- Oracle CRM On Demand Marketing – Field Option is subject to the maximum amount of Hosted Customer Records and email messages permitted by the subscribed amounts purchased by You of CRM On Demand Marketing users (Multi-Tenant and/or Field Option) and any CRM On Demand Marketing - Additional Volume and/or CRM On Demand Marketing – Additional Email.

Your CRM On Demand Marketing – Field Option subscription supplements Your CRM On Demand subscription by authorizing a CRM On Demand user to also use the CRM On Demand Marketing service; the number of authorized users is specified on Your order as the quantity of Hosted Named Users licensed under the CRM On Demand Marketing – Field Option. Hosted Customer Records are unique occurrences of data and records and do not include shared references that may be essential for data management purposes. The calculation of the quantity of Hosted Customer Records loaded and stored within Your Oracle CRM On Demand Marketing environment excludes anonymous website visitors but includes contact or prospect records that are stored in the system

temporarily during the subscription term (for example, rented prospect data). Hosted Customer Records are accessed by the CRM On Demand Marketing service by any of the following capabilities: campaigns (static, workflow, adaptive), microsites, web forms, lead scoring, web tracking, import, and response processing. Additional volumes of Hosted Customer Records and email messages may be purchased for additional fees via written mutual agreement of the parties. If Your cumulative email usage exceeds the maximum during the subscription term, You will be required to purchase additional block(s) of CRM On Demand Marketing – Additional Email to cover the excess amount. In the event Your CRM On Demand Marketing – Field Option users are deployed in a single-tenant environment, then, in addition to the quantity of Hosted Customer Records included as part of the number of CRM On Demand Marketing – Field Option Hosted Named Users subscribed under Your order, a minimum additional purchase of 5 million Hosted Customer Records (i.e., 50 blocks of CRM On Demand Marketing – Additional Volume) is required for CRM On Demand Marketing - Field Option.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Marketing - Additional Volume**

Part # B82381

The CRM On Demand Marketing – Additional Volume increases your total storage allotment by: one thousand (100,000) Hosted Customer Records and one million (1,000,000) Records.

The CRM On Demand Marketing - Additional Volume applies for the duration of the CRM On Demand Marketing service term under Your order.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Marketing - Additional Email**

Part # B82382

Oracle CRM On Demand Marketing – Additional Email service consists of 500,000 email messages. The Additional Email purchased under CRM On Demand Marketing – Additional Email apply for the duration of the CRM On Demand Marketing service term under Your order. Unused or partially used Additional Emails expire at the end of the term, and do not carry-over or rollover to any new term (e.g., a renewal of services).

**Oracle Cloud Policies:**



Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle CRM On Demand Marketing - Email Delivery Package**

Part # B82383

The CRM On Demand Marketing – Email Delivery Package includes one dedicated IP address and one dedicated domain for email delivery purposes.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## ***CRM On Demand Premium Security Offerings – Service Descriptions***

## **Oracle CRM On Demand Enterprise Disaster Recovery – Per Hosted Named User**

Part # B82384

The CRM On Demand Enterprise Disaster Recovery Services is (i) described in the CRM On Demand Enterprise Disaster Recovery Services Option policies which You may access the policies at <https://support.oracle.com> via the following path: Knowledge > Knowledge Browser > Online Documentation > Software as a Service and are (ii) governed by the terms and conditions of such policies, the Agreement and Your order. Oracle shall have the right to modify the CRM On Demand Enterprise Disaster Recovery Services Option policies at any time in its sole discretion; however, by any such modification, Oracle will not materially reduce the level of services provided to You under the policies for the period for which You have paid for such services.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Customer Provided Network

Part # B83990

The Oracle CRM On Demand Customer Provided Network is (i) described in the Oracle CRM On Demand Customer Provided Network Schedule available at: <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > Software as a Service (SaaS) Documentation, and (ii) governed by the terms and conditions of such Schedule, the Agreement and Your order. Oracle shall have the right to modify the Oracle CRM On Demand Customer Provided Network Schedule and any time in its sole discretion; however, by any such modification, Oracle will not materially reduce the level of services provided to You under the Schedule for the period for which You have paid for such services.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Customer Provided Network Initial Setup - Per Pod

Part # B84011

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Database Encryption-Offline

Part # B84017

Oracle CRM On Demand Database Encryption - Offline requires that You first purchase and maintain Oracle CRM On Demand. If the Oracle CRM On Demand service lapses or otherwise ends, the Oracle CRM On Demand Database Encryption will also automatically end.

Oracle CRM On Demand Database Encryption – Offline is for customers with databases of 500 GB or less.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Database Encryption-Hybrid

Part # B84018

Oracle CRM On Demand Database Encryption - Hybrid requires that You first purchase and maintain Oracle CRM On Demand. If the Oracle CRM On Demand service lapses or otherwise ends, Oracle CRM On Demand Database Encryption - Hybrid will also automatically end.

Oracle CRM On Demand Database Encryption – Hybrid is for customers with databases over 500 GB but less than 1 TB. If Your database size exceeds 1 TB, You must purchase Additional Units in 500 GB increments.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Database Encryption - Hybrid Additional Units - 500 GB

Part # B84019

Oracle CRM On Demand Database Encryption – Hybrid Additional Units requires that You first purchase and maintain Oracle CRM On Demand. If the Oracle CRM On Demand service lapses or otherwise ends, the Oracle CRM On Demand Database Encryption – Hybrid Additional Units will also automatically end.

Oracle CRM On Demand Database Encryption – Hybrid Additional Units is for customers whose databases exceed f 500 GB or less.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Restore Service

Part # B84012

To use the Oracle CRM On Demand Restore Services, You must first purchase and maintain either Oracle CRM On Demand Single Tenant - Standard Edition or Enterprise Edition. If the Oracle CRM On Demand Single Tenant service ends, the Oracle CRM On Demand Restore Service will also automatically end.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Private Customer Test Environment

Part # B82402

The Oracle CRM On Demand Private Customer Test Environment is (i) described in the Oracle CRM On Demand Private Customer Test Environment Services Option Schedule, available at: <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > Software as a Service (SaaS) Documentation and (ii) governed by the terms and conditions of such Schedule, the Agreement and Your order. Oracle shall have the right to modify the Oracle CRM On Demand Private Customer Test Environment Schedule at any time in its sole discretion; however, by any such modification, Oracle will not materially reduce the level of services provided to You under the Schedule for the period for which You have paid for such services.

The Oracle CRM On Demand Private Customer Test Environment is an Environment limited to training and development activity, requiring a 12-month minimum subscription, and grants you sole access to the Oracle CRM On Demand functionality referenced in the Oracle CRM On Demand Private Customer Test Environment Schedule; access to Contact On Demand is not available.

Production-use is prohibited, resource allocation may not be exceeded, and Your Production Environment storage limits apply to the Private Customer Test Environment. All Oracle CRM On Demand Security Practices apply to this service offering.

Oracle CRM On Demand Private Customer Test Environment includes six Refreshes per calendar year from the customer's Production Environment to the customer's Private Customer Test Environment and requires a thirty-day written-notice via Service Request.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Private Customer Test Environment Initial Setup

Part # B84013

For the Oracle CRM On Demand Private Customer Test Environment Initial Setup fee, Oracle will provision one Oracle CRM On Demand Private Customer Test Environment.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Private Customer Test Environment Additional Refresh

Part # B84014

Oracle CRM On Demand Private Customer Test Environment Additional Refresh is a one-time Refresh from the customer's Production Environment to the customer's Oracle CRM On Demand Private Customer Test Environment and requires a thirty-day written notice via Service Request.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Virtual Private Network – Per VPN Connection

Part # B82386

The Oracle CRM On Demand Virtual Private Network Option is (i) described in the Oracle CRM On Demand Virtual Private Network Schedule available at: <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > Software as a Service (SaaS) Documentation, and (ii) governed by the terms and conditions of such Schedule, the Agreement and Your order. Oracle shall have the right to modify the Oracle CRM On Demand Virtual Private Network Option Schedule and any time in its sole discretion; however, by any such modification, Oracle will not materially reduce the level of services provided to You under the Schedule for the period for which You have paid for such services.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand Virtual Private Network Initial Setup

Part # B84015

For the Oracle CRM On Demand Virtual Private Network Initial Setup, Oracle will provision one Oracle CRM On Demand Virtual Private Network.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle CRM On Demand HIPAA Security Service - Per year

Part # B82385

This Oracle CRM On Demand HIPAA Security Service is (i) described in the CRM On Demand On Demand HIPAA Security Services Schedule available at: <http://support.oracle.com> using the following path: Search Knowledge Base > 870963.5 > Software as a Service (SaaS) Documentation, and (ii) governed by the terms and conditions of such Schedule, the Agreement and this Ordering Document. Oracle shall have the right to modify the Oracle CRM On Demand Protected Health Information Schedule and any time in its sole discretion; however, by any such modification, Oracle will not materially reduce the level of services provided to You under the Schedule for the period for which You have paid for such services.

The HIPAA Security Service is mandatory for any CRM On Demand Single-Tenant customer required to protect the privacy and security of electronic Protected Health Information (ePHI) as mandated under the Healthcare Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Contact On Demand – Service Descriptions

### Oracle Contact On Demand – Per Hosted Named User

Part # B82387

Users of the Oracle Contact On Demand services are authorized to access the following modules or functionality:

- Oracle Contact On Demand

**Usage Limits:** The Oracle Contact On Demand service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- The total storage capacity within your Contact On Demand environment is equal to 20 megabytes of storage per Hosted Named User, licensed under this Ordering Document, in a pool shared by all your Hosted Named Users.
- Contact On Demand provides up to two telecom ports per Hosted Named User in a pool shared by your all Hosted Named Users, subject to payment of per-minute telecom usage fees based upon the Contact On Demand Usage Options you acquire from Oracle or as otherwise set forth in this Ordering Document.

The Contact on Demand service is designed with a pre-built integration to your separate Oracle CRM On Demand service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand - Single-Tenant – Per Hosted Named User**

Part # B82388

Users of the Oracle Contact On Demand – Single Tenant services are authorized to access the following modules or functionality:

- Oracle Contact On Demand – Single Tenant

**Usage Limits:** The Oracle Contact On Demand – Single Tenant Service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- The total storage capacity within your Contact On Demand environment is equal to 40 megabytes of storage per Hosted Named User in a pool shared by all your Hosted Named Users.
- Contact On Demand provides up to two telecom ports per Hosted Named User in a pool shared by your all Hosted Named Users, subject to payment of per-minute telecom usage fees based upon the Contact On Demand Usage Options you acquire from Oracle or as otherwise set forth in this Ordering Document.

The Contact on Demand service is designed with a pre-built integration to your separate Oracle CRM On Demand service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand Standard Telco – Per Minute**

Part # B83991

All Telco minutes, the inbound client-segment as well as the outbound user-segment, and any outbound calls initiated from the Contact On Demand application user interface, are carried by the Oracle voice network. The price per minute reflected above applies to calls where both the client-segment and the user-segment terminate within the continental United States. For calls that originate from outside the continental US (client-segment) or terminate to agents outside the continental US (user-segment), the per minute price is based on International Telecom Pricing table in the Contact On Demand Usage Pricing Policy in effect on the effective date of this Ordering Document or as otherwise set forth in this Ordering Document. Oracle will make a copy of the International Telecom Pricing table from the Contact On Demand Usage Pricing Policy available to you upon your written request.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand Outbound Voice Only – Per Minute**

Part # B83992

You are required to provide the inbound toll-free number(s) to carry the inbound voice calls for the client-segment. Such calls must route to and terminate at Contact On Demand (COD) provided Direct Inward Dial (DID) telephone number(s) at the COD data center. The user-segment outbound call from the COD data center to connect to your agent is carried by the Oracle network. You shall pay Oracle's monthly fees for each COD provided DID telephone number as well as per minute charges for the processing and distribution of voice calls.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand Additional Domestic Toll Free Number – Per Telephone Number**

Part # B82389

For the Oracle Contact On Demand Additional Domestic Toll Free Number, You may administer up to fifty (50) Contact On Demand Additional Domestic Toll Free numbers.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand Additional Domestic Toll Free Number Setup**

Part # B84021

For the Oracle Contact On Demand Additional Domestic Toll Free Number Setup, Oracle will provision a single toll free number to route on Oracle's Contact On Demand Telco circuits.

**Oracle Cloud Policies:**



Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle Contact On Demand - RespOrg for Customer Toll Free Number**

For the Oracle Contact On Demand - RespOrg for Customer Toll Free Number, Oracle will transfer one existing toll free number to one of Oracle's RespOrg ID and configure it to route on one or more of Oracle's Contact On Demand Telco providers. The Oracle Contact On Demand - RespOrg for Customer Toll Free Number applies to each existing toll free number to be transferred.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle Contact On Demand Installed Data Circuit Fees – Per T1 Connection**

Part # B83784

For the Oracle Contact On Demand Installed Data Circuit Fees, Oracle will allow You to connect a single data T1 or T1 equivalent connection at the Oracle data center instead of using the Internet to access the Contact On Demand platform.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle Contact On Demand Local Number Termination Fees**

Part # B84020

The Oracle Contact On Demand Local Number Termination Telecom Usage fees for your Contact On Demand Software as a Service are set forth in the Contact On Demand - Usage Pricing Policy in effect on the date you sign this Ordering Document (made available to you upon request), or as otherwise agreed to herein.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle Contact On Demand - Installed Voice Circuit Fees – Per T1 Connection**

Part # B83993

For the Oracle Contact On Demand - Installed Voice Circuit Fee, Oracle will allow You to connect a single voice T1 circuit or equivalent at the Oracle data center instead of using Oracle's shared voice circuits for taking and making phone calls on the Contact On Demand platform.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle Contact On Demand International Toll Free Number – Per Telephone Number**

Part # B83994

Users of the Oracle Contact On Demand International Toll Free Number service are authorized to administer up to fifty Contact On Demand Additional Domestic Toll Free numbers.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle Contact On Demand Additional Ports – Per Port**

Part # B83995

For the Oracle Contact On Demand Additional Ports fee, Oracle will provision one additional port per Hosted Named User in Oracle's data center.

**Usage Limits:** This Oracle Service is subject to usage limits based on:

- a maximum number of Ports as defined in Your order, and
- no more than a total of three telecom ports per Hosted Named User.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle Contact On Demand Toll-Free Number RespOrg Setup**

Part # B84022

For the Oracle Contact On Demand Toll-Free Number RespOrg Setup, Oracle will transfer one existing toll free number to one of Oracle's approved Telco providers.

### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Contact On Demand Additional Storage – Per 100 Megabytes

Part # B83996

Oracle Contact On Demand Additional Storage increases your total Storage allotment by the following increment: 50,000 Records and 300 Megabytes File Attachments per month. The Oracle Contact On demand Additional Storage applies for the duration of the service term under Your order. Unused or partially used Storage blocks expire at the end of the term, and do not carry-over or rollover to any new term (e.g., a renewal of services).

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Contact On Demand Remote Voice

Part # B84023

For the Oracle Contact On Demand Remote Voice fee, Oracle will deploy one Oracle Contact On Demand call center server at Your location. To use the Oracle CRM On Demand Remote Voice service, You must first purchase and maintain Oracle Contact On Demand. If the Oracle Contact On Demand service lapses or otherwise ends, the Oracle CRM On Demand Restore Service will also automatically end.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## ***Self-Service On Demand Offerings – Service Descriptions***

### Oracle Self-Service E-Billing On Demand for Consumers – Per Registered User

Part # B82391

Users of Oracle Self Service E-Billing On Demand for Consumers are authorized to access the following features and functionality:

- Oracle Self Service E-Billing On Demand for Consumers

**Usage Limits:** The Oracle Self-Service E-Billing On Demand Consumers is subject to usage limits based on:

- a maximum number of Registered Users as defined in Your order.

- You may generate one statement per month per Registered User account and store up to 13 of the preceding monthly statements per each Registered User account.
- Registered User accounts for Self-Service E-Billing On Demand for Consumers are for residential usage only.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Self-Service E-Billing On Demand Customer Service Representative – Per Hosted Named User**

Part # B82392

Users of the Oracle Self-Service E-Billing On Demand Customer Service Representative service are authorized to access the following functionality:

- Each Hosted Named User is authorized to log into the Oracle Self Service E-Billing On Demand Customer Service Representative (CSR) service.

**Usage Limits:** The Oracle Self-Service E-Billing On Demand Customer Service Representative Service is subject to usage limits based on:

- a maximum number of Hosted Named Users as defined in Your order.
- Each Customer Service Representative requires a Hosted Named User.
- Customer Service Representative Accounts are not permitted to be shared.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## ***Gold Software as a Service – Service Descriptions***

### **Oracle CRM On Demand Gold Software as a Service – Less than 50 Hosted Named Users**

Part # B82393

For the CRM On Demand Gold Software as a Service – Less than 50 Hosted Named Users, commencing at Oracle’s activation of Your production services environment, and provided that You remain in compliance with the terms of Your order (including the agreement), Oracle will endeavor to meet or exceed the Target System Availability Level of 99.7% for the services in accordance with the terms set forth in the System Availability section as described in the CRM On Demand Software as a Service Policies referenced below.

CRM On Demand Gold Software as a Service is limited to only those Production Hosted Named Users for which You have purchased CRM On Demand Gold Software as a Service.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle CRM On Demand Gold Software as a Service – 50 or More Hosted Named Users**

Part # B82394

For the CRM On Demand Gold Software as a Service - 50 or More Hosted Named Users, commencing at Oracle’s activation of Your production services environment, and provided that You remain in compliance with the terms of Your order (including the agreement), Oracle will endeavor to meet or exceed the Target System Availability Level of 99.7% for the services in accordance with the terms set forth in the System Availability section as described in the CRM On Demand SaaS Service Policies referenced below.

CRM On Demand Gold Software as a Service is limited to only those Production Hosted Named Users for which You have purchased CRM On Demand Gold Software as a Service.

#### **Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

### **Oracle Contact On Demand Gold Software as a Service - Less than 50 Hosted Named Users**

Part # B82395

For the Contact On Demand Gold Software as a Service Subscription - Less than 50 Hosted Named Users , commencing at Oracle's activation of your production services environment, and provided that you remain in compliance with the terms of Your order (including the agreement), Oracle will endeavor to meet or exceed the Target System Availability Level of 99.7% for the services in accordance with the terms set forth in the System Availability section as described in the Contact On Demand SaaS Service Policies referenced below.

Contact On Demand Gold Software as a Service is limited to only those Production Hosted Named Users for which you have purchased Contact On Demand Gold Software as a Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Contact On Demand Gold Software as a Service - 50 or More Hosted Named Users**

Part # B82396

For the Contact On Demand Gold Software as a Service Subscription - 50 or More Hosted Named Users, commencing at Oracle's activation of your production services environment, and provided that you remain in compliance with the terms of Your order (including the agreement), Oracle will endeavor to meet or exceed the Target System Availability Level of 99.7% for the services in accordance with the terms set forth in the System Availability section as described in the Contact On Demand SaaS Service Policies referenced below.

Contact On Demand Gold Software as a Service is limited to only those Production Hosted Named Users for which you have purchased Contact On Demand Gold Software as a Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the *CRM On Demand Software as a Service Policies*, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).