



Financial Services Accounting Foundation Cloud Service Service Descriptions and Metrics

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METRIC DEFINITIONS

“1K Hosted Transactions” is defined as one thousand (1,000) Hosted Transactions received and processed through the Oracle Cloud Service. For the purposes of Financial Services Accounting Foundation Cloud Service, a Hosted Transaction is a record of transaction in financial assets, liabilities or any related aspect that impacts a financial institution’s assets, liabilities, income or expense, that is conducted between a financial institution and another in business. Examples of Hosted Transaction include records of business events like deposit or withdrawal of monies, or changes in delinquency status of the financial institution’s customers and accounting journal posting records corresponding to such actions that provide debit or credit amounts.

“Hosted Named User” is defined as an individual authorized by You to access the Cloud Service, regardless of whether they are actively accessing the Cloud Service at any given time or not.

GLOSSARY

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

“File Storage” is defined as the total space allocated for storing incoming or outgoing data files.

“Hosted Environment” is defined as the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Oracle Cloud Services which You have ordered.

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

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

SERVICE DESCRIPTIONS

Financial Services Accounting Foundation Cloud Service – Per 1K Hosted Transactions

Part # B94960

Users of Financial Services Accounting Foundation Cloud Service are authorized to access the following modules:

- Financial Services Accounting Foundation Cloud Service

Usage Limits

The Financial Services Accounting Foundation Cloud Service is subject to the following usage limits:

- A maximum quantity of 1K Hosted Transactions as defined in Your order.
- For each subscription, Oracle will provision a maximum of one (1) Production Environment and one (1) Non-Production Environment for this Oracle Cloud Service.
- For each subscription, You must purchase a minimum of 150,000 1K Hosted Transactions per month.
- Hosted Named Users: The maximum number of Hosted Named Users who access the service cannot exceed 10 for every 150,000,000 Hosted Transactions per month, adjusted to nearest whole number.
- Any quantities of 1K Hosted Transactions that remain unused at the end of an applicable Services Period year will expire and may not be extended for use in a subsequent Services Period year.

Overage Billing

If, at the end of any month during the Services Period, Your use of this Oracle Cloud Service exceeds the quantity in the Order, Oracle will invoice You additional fees based on the Unit Net Price listed in the Ordering Document.

Production Environment

Data Retention

Notwithstanding the Service Period identified in Your order, the standard data retention period for this Oracle Cloud Service Production Environment, as long as You are an active, continuous subscriber, is as follows:

- Data You provide will be retained in the format it was received by this Oracle Cloud Service for a period no longer than six (6) months counted from when originally received by the Oracle Cloud Service and then moved into archival storage.
 - Such data in archival storage will be held for a maximum period of 84 months.
- Processed information, which is information that is the result of processing carried out by this Oracle Cloud Service, will be retained for live (non-archival) access, for a maximum of thirty-six (36) months, measured from the date /time it was originally processed by this Oracle Cloud Service. Such processed information may be held in archival storage for an additional period of 48 months. Archived information will not be available for live (non-archival) access.

- At the end of the standard data retention period for the Financial Services Accounting Foundation Cloud Service’s Production Environment, Oracle will perform maintenance processes, including data archival and purging.

Non-Production Environment

- The Non-Production Environment will support a maximum of 5,000,000 Hosted Transactions per calendar month.
- The Non-Production Environment may only be used for non-production purposes.
 - The Non-Production Environment may not be used to supplement subscribed capacity of this Oracle Cloud Service’s Production Environment.
 - Data and processed information in the Non-production Environment may not be used for internal or external reporting, analysis or any related commercial benefit.
- The Non-Production Environment may be accessed by the same Hosted Named Users as access the Production Environment.

Data Retention

Notwithstanding the Services Period identified in Your order, the standard data retention period for this Oracle Cloud Service’s Non-production Environment, as long as You are an active continuous subscriber, is as follows:

- Processed information, which is information that is the result of processing carried out by this Oracle Cloud Service, will be retained for live (non-archival) access for a maximum of six (6) months, measured from the date / time it was originally processed by this Oracle Cloud Service.
- Data You provide will be retained in the format it was received by this Oracle Cloud Service for a period no longer than one (1) month counted from when originally received by this Oracle Cloud Service.
- Data in the Non-production Environment will not be archived.
- At the end of the standard data retention period for Financial Services Accounting Foundation Cloud Service’s Non-production Environment, Oracle will perform maintenance processes, including data purging.

The Non-production Environment will not be supported by failover to the Disaster Recovery Environment.

Disaster Recovery and Service Availability Level

As described in the Oracle Cloud Policies and Pillar Documentation referenced below, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY LEVEL
12 HOURS	1 HOUR	99.5%

The RTO, RPO, and Target Service Availability do not apply to any Non-production Environment. The Target System Availability does not apply in the event of a declared disaster. The RTO and RPO do not apply to customizations or third-party software, where relevant.

Oracle Cloud Policies and Pillar Documentation

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

Financial Services Accounting Foundation Cloud Service, 10 Additional Users

Part # B94961

The Financial Services Accounting Foundation Cloud Service, 10 Additional Users is an option available for purchase with the Financial Services Accounting Foundation Cloud Service. This option will allow 10 Hosted Named Users to access the Financial Services Accounting Foundation Cloud Service, in addition to the maximum count of Hosted Named Users that are permitted as part of the Financial Services Accounting Foundation Cloud Service.

Oracle Cloud Policies and Pillar Documentation

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

Financial Services Accounting Foundation Cloud Service, 1 Year Data Retention

Part # B94962

The Financial Services Accounting Foundation Cloud Service, 1 Year Data Retention is an option available for purchase with the Financial Services Accounting Foundation Cloud Service. This option allows You to retain processed information in the Financial Services Accounting Foundation Cloud Service for live access in the Production Environment for 12 months in addition to the standard data retention period described in the Financial Services Accounting Cloud Service's Usage Limits.

Usage Limits

The Financial Services Accounting Foundation Cloud Service, 1 Year Data Retention is subject to the following usage limits:

- Information retention will only be available for contiguous time periods.
- You may choose to extend the period of retention beyond the permitted data retention period of the Financial Services Accounting Foundation Cloud Service by an additional 12-month period.

Data Retention

Data retention is not selectively available for non-contiguous time periods i.e. data retention periods cannot be interrupted or paused.

Information processed by the Financial Services Accounting Foundation Cloud Service will not be available for access after the combined contiguous data retention period described in the Usage Limits for the Financial Services Accounting Foundation Cloud Service and Financial Services Accounting Foundation Cloud Service, 1 Year Data Retention add-on option.

Oracle Cloud Policies and Pillar Documentation

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

Financial Services Accounting Foundation Cloud Service, Test Environment

Part # B95265

The Financial Services Accounting Foundation Cloud Service, Test Environment is an option available for purchase with Financial Services Accounting Foundation Cloud Service.

This Cloud Service provides for the hosting and maintenance of a Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Test Environment. The maintenance or upgrade schedule for the Test Environment is the same as the schedule for Your Production Service Environment.

Each Test Environment must be contracted for a minimum of twelve (12) months and associated with a new or existing Oracle Cloud Ordering Document. Test Environments will automatically terminate at the end of the Service Period.

Usage Limits

This Oracle Cloud Service is subject to the following usage limits:

- A maximum number of Test Environments as specified in Your order.
- Oracle will provision a maximum of one (1) Non-Production Environment for this Oracle Cloud Service.
- You will be allotted a Hosted Transactions capacity no more than the quantity purchased for Your Production Environment.
- Hosted Named Users: The maximum number of Hosted Named Users who access the service cannot exceed the quantity purchased for Your Production Environment.

Data Retention

Notwithstanding the Service Period identified in Your order, the standard data retention period for this Oracle Cloud Service, as long as You are an active continuous subscriber, is as follows:

- Data You provide will be retained in the format it was received by this Oracle Cloud Service for a period no longer than three (3) months, counted from when originally received by this Oracle Cloud.
- Processed information, which is information that is the result of processing carried out by this Oracle Cloud Service, will be retained for live (non-archival) access, for a maximum of six (6) months, measured from the date /time it was originally processed by this Oracle Cloud Service.

At the end of the standard data retention period for the Financial Services Accounting Foundation Cloud Service's Production Environment, Oracle will perform maintenance processes, including data archival and purging.

Oracle Cloud Policies and Pillar Documentation

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