ORACLE

Oracle Live Experience Cloud Service

Service Descriptions & Metrics

Effective Date: 11-December-2020

TABLE OF CONTENTS

METRIC DEFINITIONS

Hosted Connected User is defined as an individual authorized by you to access the hosted service simultaneously with other individuals at any given time. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service month's peak Hosted Connected User count, find the maximum number and count that as your consumption for the month.

Hosted Connected Seat Month is defined as an individual authorized by you to access the hosted service simultaneously with other individuals during one service period month. The Hosted Connected Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak simultaneous user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

Hosted Named User is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Hosted Named Seat Month 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 during one service period month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's provisioned unique user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

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 at the operating system level for media capture and analytics including recording files, transcriptions, and other captured assets, across any possible media types including, but not limited to voice, video, screen sharing recordings

Outbound Data Transfer: is defined as the quantity of both the data You download from the Oracle Live Experience Cloud Service and any transfer of data from the Oracle Live Experience Cloud Service over the internet including responses to Your client requests

ORACLE LIVE EXPERIENCE CLOUD SERVICE-SERVICE DESCRIPTIONS

Oracle Live Experience Cloud Service, Enterprise Plus

Part #: B89063 – Per Hosted Named Seat Month

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

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

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

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

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

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

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

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

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

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

Oracle Cloud Policies and Pillar Documentation:

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

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

Part #: B89066

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

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

Oracle Cloud Policies and Pillar Documentation:

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

RETIRED SKUS:

Oracle Live Experience Cloud Service, Entry Level - Retired

Retired Part #: B89154 – Per Hosted Named User

Retired Part #: B89155 – Per Hosted Named Seat Month

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

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

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

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

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

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

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

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

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

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

Oracle Cloud Policies and Pillar Documentation:

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

Oracle Live Experience Cloud Service, Enterprise – Retired

Retired Part #: B89058 – Per Hosted Named User

Retired Part #: B89060 – Per Hosted Connected User

Retired Part #: B89062 – Per Hosted Named Seat Month

Retired Part #: B89064 – Per Hosted Connected Seat Month

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

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

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

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

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer

Hosted Named User or Hosted Named Seat Month	20 MB per month	40 MB per month	40 MB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	100 MB per month	100 MB per month

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

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

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

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

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

Oracle Cloud Policies and Pillar Documentation:

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

Oracle Live Experience Cloud Service, Enterprise Plus – Retired

Retired Part #: B89059 – Per Hosted Named User

Retired Part #: B89061 – Per Hosted Connected User

Retired Part #: B89065 – Per Hosted Connected Seat Month

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

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

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

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

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

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

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

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

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

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

Oracle Cloud Policies and Pillar Documentation:

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