ORACLE

Oracle Insurance Data Exchange Cloud Service,
Service Descriptions and Metrics

Effective Date: 12-September-2019

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METRIC DEFINITIONS

1K Hosted Insurance Plan Members is defined as one thousand Insurance Plan Members. An Insurance Plan Member is an active individual member in Your (or Your affiliates') health plan product offerings processed by the Oracle Cloud Service. Individuals who are active members of multiple health plan product offerings processed through the Oracle Cloud Service shall only be deemed to be a single Insurance Plan Member. Your use of the Oracle Cloud Service to process Your (or Your affiliates') health plan product offerings for former members (i.e. inactive members) shall not be counted for licensing purposes.

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 reporting and SFTP access.

Non Production Environment (for purposes of Oracle Banking Cloud Services) may be either a Development or QA Environment provided to You as part of the Oracle Cloud Services. The QA Environment is specifically sized and designed for functional testing and validating changes in the configuration 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 troubleshooting and facilitating incident resolution. The Development Environment is specifically sized and designed for development and training purposes**.** Non Production Environments may not be used for production purposes or for performance or stress testing, and 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 the environment provided to You as part of the Oracle Cloud Service that is designed for daily commercial use and production operations of live data. Unless otherwise specified, a single Production Environment is provided for an Oracle Cloud Service.

SERVICE DESCRIPTIONS

Oracle Insurance Data Exchange Cloud Service

Part # B82312 – Per 1,000 Hosted Insurance Policy Service Transactions

Users of the Oracle Insurance Data Exchange Cloud Service are authorized to access the following modules:

- Oracle Insurance QuickView Portal
- OIDX Direct Connect Service

Usage Limits

The Oracle Insurance Data Exchange Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Insurance Policy Service Transactions as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Service: Production and Non-Production.
- The Production Environment is used to process live business data, i.e. insurance policy data.
- The Non-Production Environment is dedicated for non-production use and not for the transacting or storage of live business data. Refreshes of the Non-production Environment are at Oracle's discretion.
- The following usage limits apply per tenant:

DATABASE STORAGE	FILE STORAGE
100 MB	10 GB

Exceeding these thresholds may adversely affect service performance, and in this event, Oracle is not responsible for resulting performance issues including missed service levels. Note: Data will be retained a maximum of 2 years.

Service Level Targets

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

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SERVICE AVAILABILITY
4 hours	1 hour	99.5%

The service level targets do not apply to the Non-Production Environment(s). The Target System Availability Service Level Target does not apply in the event of a declared disaster. The Recovery Point Objectives do not apply to customizations or third party software.

Third Party Web Sites, Platforms and Services

This Oracle Insurance Data Exchange Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third

parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement) that is transmitted to such third parties.

The Oracle Insurance Data Exchange Cloud Service undergoes an annual assessment performed by a 3rd party auditor against the HIPAA Privacy Rule, HIPAA Security Rule, and HITECH Breach Notification Rule.

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