ORACLE

Oracle Hospitality Hotel Consulting Service Descriptions

Effective Date: 09-December-2022

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PROFESSIONAL SERVICES DELIVERY POLICIES

The Oracle Professional Services Delivery Policies ("Policies") available at http://www.oracle.com/contracts apply to all professional services in your order.

 Oracle's Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

CONSULTING SERVICE OFFERINGS

Oracle Hospitality Hotel Property Management Systems Implementation and Configuration – Per Hour

Part Number: B80276, B87984 (Extended Hours), B88003 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Property Management System Product Implementation Services ("Total Hours") related to Your Oracle Hospitality Hotel Property Management System deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your on-premise environment (Oracle Hospitality Property Management System (PMS) products to be installed, software version, hotel name, room count, and network connectivity).
   b. Review pre-installation guide for applying software requirements.
   c. Create users/granting permissions.
   d. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
   e. Create and/or edit customized stationery. (e.g., folio, registration card, A/R statement, reminder letters, confirmation letters, message formats, or receipts).
   f. Assist with screen modifications (e.g., selecting up to 6 tiles on dashboard, changing layout of fields).Test the configurations, review configuration reports, stationery forms, screen flow in Your production environment.
   g. Apply basic modification of reports using simple report writer to add customized fields that have been added to Oracle Hospitality (PMS) screens.
2. Software Application Training
   a. Conduct up to up to two (2) training sessions for each module ("Oracle Hospitality (PMS) Application Training"), each of which is up to four (4) hours in duration and may be attended by up to twelve (12) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Complete required digital learning before attending the instructor led training sessions.
   d. Complete necessary hardware (example: Oracle Hospitality (PMS) server(s), Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality (PMS) hardware sizing guide.
   e. Complete the Oracle Hospitality (PMS) Pre-installation Guide prior to the commencement of Services.
   f. Schedule Your staff to attend required Oracle Hospitality (PMS) training sessions.
   g. Perform all data entry.
   h. Train staff who has not attended Oracle Hospitality (PMS) application training.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality (PMS) products only.
   d. Oracle Hospitality (PMS) application training is conducted by module (e.g. Profiles, Reservations, Front Desk, Cashier).
   e. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality (PMS) Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   g. Development of new reports is not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Data migration from an external hotel management system is not included in the Services.
   j. Configuration or training of third party applications is not included in the Services.
   k. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   m. Project Management is not included in the Services.
   n. Oracle may deliver Services during the following work shifts as specified in your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Live Cutover Support – Additional Configuration Updates – Per Hour

Part Number: B80277, B87985 (Extended Hours), B88004 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Live Cutover Support Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your environment (premise or hosted, Oracle Hospitality PMS version, hotel name, room count, network connectivity).
   b. Review pre-installation guide required for implementing additional updates.
   c. Create users/granting permissions.
   d. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
   e. Create and/or edit customized stationery. (e.g., folio; registration card; Accounts Receivable statement; reminder letters; confirmation letters; message formats; receipts).
   f. Apply screen modifications (e.g., changing layout of fields or adding conditions/fields; customization).

g. Test and validate software configuration, review configuration reports, stationery forms, and screen flow in Your production environment compared to the Pre-installation guide.
h. Apply basic modifications to reports using simple report writer to add customized fields that have been added to Oracle Hospitality PMS screens.

2. Live Cutover Support
a. Provide post go-live support in production environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
a. Complete the Oracle Hospitality PMS Pre-installation Guide prior to prior to the commencement of Services.
b. Complete pre-requisite tasks provided by Oracle in preparation for the installation.
c. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
d. Perform all data entry.

2. Project Assumptions
a. All communications and documentation will be in the mutually agreed upon language.
b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
c. Oracle's live support coverage hours will align to project scoping identified in the Order.
d. Consulting assistance is only provided to Your staff that has completed the required Oracle Hospitality PMS training sessions.
e. Development of new reports is not included in the Services.
f. Development of a new application interface is not included in the Services.
g. Data migration from an external hotel management system is not included in the Services.
h. Configuration or training of third party applications is not included in the Services.
i. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
j. Project management is not included in the Services.

k. Oracle may deliver Services during the following work shifts as specified in your order.
   i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
   ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
   iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
   iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Network Interface Technical Services – Per Hour

Part Number: B80278, B87986 (Extended Hours), B88005 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Network Interface Technical Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Installation
   a. Facilitate one (1) discovery call with designated members of Your team to document hardware requirements.
   b. Facilitate one project management call with site contact to verify property level interfaces to external systems.
   c. Install OPERA Interface Controller on workstations, database server, application server, and interface PC.
   d. Install Your Microsoft operating system(s) and latest available operating system patches.
   e. Install recommended patches, Service Packs for Oracle Hospitality PMS and related Oracle products only.
   f. Verify Microsoft Internet Explorer or other Microsoft Windows based software products for supported versions.
   g. Verify a backup routine is installed and functioning, or note the absence of a backup plan.

2. Software Configuration
   a. Review Your environment for current software versions and hardware versions required for Your Oracle Hospitality PMS product.
   b. Configure the OPERA Hotel Generic Interfaces to enable the required protocol for each Oracle certified PMS third party interface purchased as part of Your OPERA PMS deployment.
   c. Review mapping worksheets, as applicable (e.g. point-of-sale interfaces).

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Verify interfaces are functional.
   d. Complete the applicable Oracle Hospitality PMS pre-installation mapping worksheets prior to the commencement of Services.
   e. Complete the implementation requirements (e.g. cabling, hardware setup) defined in the Oracle Hospitality PMS pre-installation Guide list of requirements prior to the commencement of Services.
   f. Schedule Your information technology ("IT") staff to be designated to work with Oracle.
   g. Acquire the necessary hardware configured to the specifications outlined in the Oracle Hospitality PMS hardware sizing guide.
2. Project Assumptions
   a. All communications and documentation will be in mutually agreed upon language.
   b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Development of a new application interface is not included in the Services.
   e. Configuration or training of third party applications is not included in the Services.
   f. Troubleshooting third party operating systems and applications is not included in the Services.
   g. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
   h. Project management is not included in the Services.
   i. Patching Services restricted to Oracle Products eligible for Premier Support and Sustating Support.

      i. Oracle may deliver Services during the following work shifts as specified in your order. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but

will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.

    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.

    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.

    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Project Management – Per Hour

Part Number: B80279

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Management Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) and/or Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Management Services

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:

    a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
    b. Confirm Oracle Hospitality PMS and/or POS products and Services sold align with the effort to be performed.
    c. Confirm mutually agreed upon implementation dates, including Oracle Hospitality PMS and/or POS go-live date.
    d. Confirm with You what the necessary hardware is for Your Oracle Hospitality PMS and/or POS implementation.
    e. Track status of hardware purchased from Oracle.
    f. Prepare project implementation schedule for Oracle resources.
    g. Assign Oracle implementation resources.
    h. Provide travel information for resources traveling to Your location.
    i. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Designate a project manager who shall work together with Oracle's project manager to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
    b. Provide Oracle access to Your hotel site required for the performance of Services.
    c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
    d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.
2. Project Assumptions
    a. All communications and documentation will be in mutually agreed language.
    b. The Services above will be performed either by remote or onsite resources.
    c. Oracle will send an Oracle Hospitality PMS and/or POS Pre-installation Guide list of requirements that are to be implemented by You in preparation of the installation.

Oracle Hospitality Hotel Professional Services and Consulting – Per Hour

Part Number: B80280

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Professional Services and Consulting ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
   a. Review Your business rules and operational standards.
   b. Review and update, as mutually agreed upon, application parameters.
   c. Review users/granting permissions.
   d. Review configuration and update, as mutually agreed upon, of rooms, room types, rate codes, rates, transaction codes, and market codes.
   e. Review and update, as mutually agreed upon, customized stationery. (e.g., folio; registration card; Accounts Receivable statement; reminder letters; confirmation letters; message formats; receipts).
   f. Review and update, as mutually agreed upon, screen design and enabled features. (e.g., changing layout of fields or adding conditions/fields).
   g. Conduct a discovery and requirements gathering session for the creation (or modification) of a customization to Your Oracle Hospitality Hotel Application.

2. Software Application Training
   a. Conduct up to two (2) training sessions for each module ("Oracle Hospitality PMS Application Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
   d. Train staff who has not attended Oracle Hospitality PMS application training.
   e. Perform all data entry.
2. Project Assumptions
   a. All communications and documentation will be in mutually agreed upon language.
   b. Oracle will provide a list of requirements that must be implemented by You in preparation of the installation.
   c. Additional Oracle Hospitality PMS training for additional staff or advance training sessions are available for an additional charge.
   d. Oracle Hospitality PMS application training is conducted by module (e.g. Profiles, Reservations, Front Desk, Cashier). Training is provided for Oracle Hospitality PMS products only.
   e. Development of new reports is not included in the Services.
   f. Development of new application interface is not included in the Services.
   g. Data migration from an external hotel management system is not included in the Services.
   h. Configuration or training of third party applications is not included in the Services.
   i. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation.
   j. Project management is not included in the Services.
   k. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.

Oracle Hospitality Hotel Project Consulting Service – Per Hour

Part Number: B83587

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Consultant Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
      i. Confirm Oracle Hospitality PMS and/or POS products and Services purchased.
      ii. Discuss estimated implementation dates; including Oracle Hospitality PMS and/or POS go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality PMS and/or POS implementation.
   b. Track status of hardware purchased from Oracle.
   c. Prepare project implementation schedule for Oracle resources.
   d. Assign Oracle implementation resources.
   e. Provide travel information for resources traveling to Your location.
   f. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Designate a project consultant who shall work together with Oracle's project consultant to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
   b. Provide Oracle access to Your hotel site required for the performance of Services.
   c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
   d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.
2. Project Assumptions
   a. All communications and documentation will be in the mutually agreed upon language.
   b. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other Services not expressly identified herein.
   c. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
   d. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
   e. Custom report development is not included in the Services.

Oracle Hospitality Hotel Central Systems and Distribution Implementation and Configuration – Per Hour

Part Number: B83468, B90576 (Extended Hours), B90575 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Central Systems and Distribution Implementation and Configuration related to the installation or upgrade, configuration, connection, and/or training of the most current version of the Oracle Hospitality Product specified modules (the "Hospitality Application") in Your self-hosted environment. The Services may include assistance with the following:

1. Installation or Upgrade and Connection of the Hospitality Application
   a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to discuss the following:
      i. Your requirements for Your version of the Hospitality Application in Your environment;

      ii.   Review of the preliminary questionnaire that was completed by You prior to the commencement of Services;

      iii.   Features, modules, and standard functionality available in the Hospitality Application;

      iv.   Selection of the specific modules within the Hospitality Application or connected to the Hospitality Application to be installed and/or configured;

      v.   Determine if Your Hospitality Application needs to be upgraded to the most current version;

      vi.   Identify the properties (up to three) to be connected to the Hospitality Application;

      vii.   Details of the project plan;

      viii.   Review the steps for the Services set forth below.

b. Install or upgrade the Hospitality Application in Your test environment;

c. Connect a maximum of three (3) properties to the Hospitality Application in Your test environment.

2. Training and Configuration

a. Provide up to four (4) trainings, each for up ten (10) of Your resources on the standard functionality of the Hospitality Application in Your test environment for the number of hours purchased, but not to exceed forty (40) hours, in a workshop setting; and

b. Configure the Hospitality Application in Your test environment for the agreed upon properties.

3. Testing, Connection, and Production Assistance

a. Provide assistance to Your resources for user acceptance testing and/or regression testing of the Hospitality Application in Your test environment;

b. Refresh Your production environment after You have added the test data to Your production environment;

c. Connect the Hospitality Application to the Opera Property Management Systems application and/or to third party applications/websites;

d. Provide assistance with connecting up to three properties in the Hospitality Application in Your production environment;

e. Provide post-production assistance for the number of hours purchased (up to forty (40) hours) for each of the agreed upon properties (maximum of three (3)), not to exceed the total number of hours purchased (up to a total of one hundred twenty (120) hours).

f. Provide the documentation related to the operation of the Hospitality Application in Your environment.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Complete and return the pre-sales questionnaire regarding Your requirements for the Hospitality Application to Oracle prior to commencement of Services.

b. Validate all required data that will be loaded into Your test and production environments.

c. Provide remote access to perform any of the Services for the duration of the Services.

d. Maintain network connectivity between Your environment and any third party applications and/or websites.

e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.

f. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.

g. Provide and manage test environment(s) for the Services.

2. Project Assumptions

a. All communications and documentation will be in English.

b. The Services will be performed either by onsite delivery resources or remotely.

c. If You wish to receive additional Services for more than three properties, You may do so by entering into a separate order for such Services.

d. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.

e. The following are not part of these Services and are considered out of scope:
    i. Configuration or training of third party applications;
    ii. Physical hardware installation;
    iii. Network troubleshooting;
    iv. Inputting of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon properties (up to a maximum of three);
    v. Customizations, enhancements, modifications, localizations, or interfaces of the Hospitality Application;
    vi. Project management; or
    vii. Any other Services not expressly identified herein.

f. Oracle may deliver Services during the following work shifts as specified in your order.

    i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Central Systems and Distribution Consulting Service – Per Hour

Part Number: B83469

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Central Systems and Distribution Consulting Service ("Total Hours") related to Your Oracle Hospitality Distribution deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
    a. Review Your environment and verify the Oracle Hotel Distribution Services that are installed as well as any required 3rd party interfaces and network connectivity.
    b. Create Oracle Hotel Distribution users and associated permissions if required.
    c. Review Oracle Hotel Distribution pre-installation requirements and mapping forms.
    d. Configure the Oracle Hotel Distribution system based on existing Oracle Hospitality Property Management System (PMS/ORS) configuration data provided by You.
    e. Synchronize packages, rate codes, inventory and restrictions between the Oracle Hotel Distribution system and Oracle Hospitality Property Management System (PMS/ORS). Test the rate, restriction and inventory updates for correct loading from the Oracle Hospitality Property Management System (PMS/ORS), and that reservations are delivered correctly to the Oracle Hospitality Property Management System (PMS/ORS).
    f. Apply branding customization on web booking engine default layout.
    g. Upload Your property images into the web layout.

      h.   Monitor end to end traffic (real time and resynchronization between OPERA and Oracle Hotel Distribution products) for both data coming from OPERA and data going to OPERA.

    2.   <u>Software Application Training</u>
      a.   Conduct up to up to two (2) remote web based training sessions for each module ("Oracle Hotel Distribution Training"), not to exceed two (2) hours in duration.

<u>Your Cooperation and Project Assumptions</u>
    1.   <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
      a.   Provide Oracle access to Your hotel site required for the performance of Services.
      b.   Provide all necessary content, as per pre-installation document, prior to configuration.
      c.   Train staff who have not attended OPERA application training related to this Service.
      d.   Maintain direct relation with extranet partners market managers (e.g. Expedia, Booking.com) for business decisions and requests related to hotel representation in their systems.
      e.   Ensure a valid backup solution is installed and tested to the point of restoring the database.
    2.   <u>Project Assumptions</u>
      a.   The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
      b.   Each module is live as soon as one (1) distribution channel is live with the module.
      c.   Training is provided for Oracle Hotel Distribution products only.
      d.   Oracle Hotel Distribution application training is conducted by module (e.g. OPRA Xchange interface, Central Reservation System, web booking engine, Hotel Channel Manager).
      e.   Additional charges may result if You or Your third party entities have not completed the required activities defined in the Oracle Hotel Distribution Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
      f.   Additional training sessions or advanced training sessions will require a change order.
      g.   Development of new booking engine layout is not included in the Services.
      h.   Development of a new application interface is not included in the Services.
      i.   Data migration from an external hotel management system is not included in the Services.
      j.   The Services will be performed remotely and do not include physical hardware installation.
      k.   Project Management is not included in the Services.
      l.   You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
      m. Implementation of the Oracle Hospitality Hotel Distribution application is not included in the Services.

Oracle Hospitality Hotel Analytics System Implementation and Configuration – Per Hour

Part Number: B83472
<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Analytics System Product Implementation and Configuration Services ("Total Hours") related to Your Oracle Analytics System deployment(s), which Services may include assistance with any of the following:

    1.   <u>Software Configuration</u>
      a.   Installation and configuration of Hotel Analytics System software on the host environment.
      b.   Create Oracle Hotel Analytic System users and associated permissions.
      c.   Configuration of Hotel Analytic System Microsoft Excel analytics add-on for local workstations.
    2.   <u>Software Application Training</u>
      a.   Conduct up to up to one (1) training sessions for each module ("Oracle Hospitality Analytics Systems Application Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Complete the Oracle Hospitality Analytics System Pre-installation Guides,. These will be required prior to installation commences at a date agreed between You and Oracle Hospitality.
   d. Schedule Your staff to attend required Oracle Hospitality Analytics System training sessions.
   e. Ensure all users have compatible hardware to access hosted or local Analytics System solutions.
   f. Installation of software to client PCs where required.
   g. Train staff who have not attended Oracle Hospitality Analytics System application training.
   h. Ensure A valid backup solution is installed and tested to the point of restoring the database.
2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality Analytics System products only.
   d. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   e. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   f. Development of new reports is not included in the Services.
   g. Development of a new application interface is not included in the Services.
   h. Data migration from an external hotel management system is not included in the Services.
   i. Configuration or training of third party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   k. Project Management is not included in the Services.

Oracle Hospitality Hotel Analytics System Consulting – Per Hour

Part Number: B83473

Description of Services
You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Analytics System Consulting ("Total Hours") related to Your Oracle Hotel Analytics System deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
   a. Review Your business rules and operational standards.
   b. Review Analytics System application parameters.
   c. Review Analytics System users and associated permissions.
   d. Review Analytics System configuration.
   e. Review Analytics System customized reports and alerts.
   f. Review Analytics System screen design and enabled features.
   g. Provide an Analytics System report-of-findings and recommendations.
2. Software Application Training
   a. Conduct up to two (2) training sessions for each module ("Oracle Hospitality Hotel Analytics System Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Provide Oracle access to Your hotel site required for the performance of Services.
b. Provide Oracle access to Your test environment with the application(s) installed that is required for the performance of Services.
c. Complete the Oracle Analytics System pre-installation guides and data sheets prior to the mutually agreed installation commencement date.
d. Schedule Your staff to attend required Oracle Hospitality Analytics System training sessions.
e. Perform all data entry.
f. Verify all users have compatible hardware to access hosted or local Analytics System solutions.
g. Installation of software to client PCs where required.
h. Train staff who have not attended Oracle Hospitality Analytics System application training.
i. Provide all Microsoft Excel Licenses if required.

2. Project Assumptions
a. All communications and documentation will be in a mutually agreed upon language.
b. Training is provided for Oracle Hospitality Analytics System products only.
c. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
d. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
e. Development of new reports is not included in the Services.
f. Development of a new application interface is not included in the Services.
g. Data migration from an external hotel management system is not included in the Services.
h. Configuration or training of third party applications is not included in the Services.
i. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
j. Project Management is not included in the Services.
k. Implementation of the Oracle Hospitality Analytics System application is not included in the Services.

Oracle Hospitality Hotel Sales and Catering Implementation and Configuration – Per Hour

Part Number: B85439

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Implementation Services ("Total Hours") related to Your Oracle Hospitality Sales and Catering deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
a. Review Your environment (premise or hosted) Oracle Hospitality system.
b. Review pre-installation guide for applying software requirements.
c. Create users/granting permissions.
d. Configure system variables e.g., banquet and catering rooms, banquet equipment, catering menus and resources.
e. Create and/or edit customized stationery.
f. Apply screen modifications e.g., changing layout of fields or adding conditions/fields.
g. Test the configurations, review configuration reports, stationery forms, screen flow in Your production environment.
h. Apply basic modification of reports using Simple Report Writer to add customized fields that have been added to Oracle Hospitality screens.
2. Software Application Training
a. Conduct training sessions for Oracle Hospitality Sales and Catering modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

Your Cooperation and Project Assumptions

1. <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Complete necessary hardware (example: Oracle Hospitality server(s), Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing guide.
   d. Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
   e. Schedule Your staff to attend required Oracle Hospitality training sessions.
   f. Perform all data entry.
   g. Train staff who has not attended Oracle Hospitality application training.
2. <u>Project Assumptions</u>
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality products only.
   d. Oracle Hospitality application training is conducted by module.
   e. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   g. Development of new reports is not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Configuration or training of third party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   k. Project Management is not included in the Services.

Oracle Hospitality Hotel Business Intelligence Implementation and Configuration – Per Hour

Part Number: B85440

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Implementation Services ("Total Hours") related to Your Oracle Hospitality OPERA Business Intelligence deployment(s), which Services may include assistance with any of the following:

1. <u>Software Configuration</u>
   a. Review Your environment (premise or hosted) Oracle Hospitality system.
   b. Review pre-installation guide for applying software requirements.
   c. Create users/granting permissions.
   d. Configure system variables.
   e. Create and/or edit customized dashboards and reports.
2. <u>Software Application Training</u>
   a. Conduct training sessions for Business Intelligence modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

<u>Your Cooperation and Project Assumptions</u>

1. <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle access to Your hotel site required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.

    c.   Complete necessary hardware (example: Oracle Hospitality server(s), Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing guide.
    d.   Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
    e.   Schedule Your staff to attend required Oracle Hospitality training sessions.
    f.   Ensure database access to source systems are in place.
    g.   Train staff who has not attended Oracle Hospitality application training.

2.   <u>Project Assumptions</u>
    a.   All communications and documentation will be in a mutually agreed upon language.
    b.   The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
    c.   Training is provided for Oracle Hospitality products only.
    d.   Oracle Hospitality application training is conducted by module.
    e.   Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
    f.   Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
    g.   Development of new reports is not included in the Services.
    h.   Development of a new application interface is not included in the Services.
    i.   Configuration or training of third party applications is not included in the Services.
    j.   The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
    k.   Project Management is not included in the Services.

Oracle Hospitality Hotel Payment Gateway Implementation and Configuration – Per Hour

Part Number: B85442

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Implementation Services ("Total Hours") related to Your Oracle Hospitality Hotel Payment Gateway deployment(s), which Services may include assistance with any of the following:

1.   <u>Software Configuration</u>
    a.   Review Your environment (premise or hosted) Oracle Hospitality system.
    b.   Review pre-installation guide for applying software requirements.
    c.   Configure system variables.
    d.   Test the configurations, review configuration reports, stationery forms, screen flow in Your production environment.

2.   <u>Software Application Training</u>
    a.   Conduct training sessions for modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

<u>Your Cooperation and Project Assumptions</u>

1.   <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a.   Provide Oracle access to Your hotel site required for the performance of Services.
    b.   Acquire and maintain third party transactional merchant services agreement throughout the term of Services.
    c.   Acquire and maintain Secure Socket Layer (SSL white list) agreement throughout the term of Services.
    d.   Complete necessary hardware (example: Oracle Hospitality server(s), Interface PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing and network setup guide.

e. Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
f. Schedule Your staff to attend required Oracle Hospitality training sessions.
g. Train staff who has not attended Oracle Hospitality application training.
2. Project Assumptions
a. All communications and documentation will be in a mutually agreed upon language.
b. Training is provided for Oracle Hospitality products only.
c. Oracle Hospitality application training is conducted by module.
d. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
e. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
f. Development of new reports is not included in the Services.
g. Development of a new application interface is not included in the Services.
h. Configuration or training of third party applications is not included in the Services.
i. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
j. Project Management is not included in the Services.

Oracle Hospitality Hotel Hardware Installation Service – Per Hour

Part Number: B90373, B90374 (Extended Hours), B90375 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Hardware Installation Service ("Total Hours") related to the installation and configuration of the Oracle hardware listed in Your hardware order, as applicable and delivered to You ("hardware"), including the following:

1. Installation Task Planning
a. Oracle will contact Your designated point of contact to discuss the estimated commencement of Services hereunder.
2. Installation and Configuration
a. Review and compare the hardware (as appropriate) packing list, the hardware delivered to You, and the hardware listed on Your Oracle Hospitality hardware order.
b. Unpack the hardware and set packaging material aside for Your disposal.
c. Conduct a physical review of the hardware for reasonably visible damage and notify you of any such damage.
d. Install internal and external hardware components specified in the applicable manufacturer manuals (where applicable) included in your hardware order and delivered to You.
e. Provide system cable labeling.
f. Connect industry standard electrical/receptacle power supplies, if applicable.
g. Oracle may, at Oracle's discretion, connect the hardware to Your servers and/or network switches, if applicable, subject to the following conditions:
    i. All require Oracle approved cables must be provided by You prior to the time that Oracle is prepared to power up the hardware;
    ii. All required cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected;
    iii. Cables are installed where no potential safety hazards exist; and
    iv. Under-floor cables will only be installed in a raised floor environment.
h. Power up the hardware, if applicable.
i. Configure the hardware in accordance with applicable manufacture's specifications.
j. Provide onsite support in production environment following the go-live event, if applicable.
k. Oracle may, at Oracle's discretion, apply applicable firmware updates and operating system patches to the hardware.
3. Uninstall

a. Oracle will disconnect and uninstall hardware scheduled for decommissioning per the guidance provided in Your Cooperation 1.c below, if applicable.
4. Reference Documentation
   a. Oracle will provide You with the following reference documentation ("Reference Documentation").
      i. The applicable hardware end user manual(s), either as a hardcopy or a link, as made available either by Oracle or third party provider.
      ii. User passwords to the hardware, if applicable.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide any notices and obtain any consent required for Oracle to perform Services.
   b. Provide complete and accurate information to Oracle regarding the hardware to be installed or uninstalled, including, without limitation, the serial number for the hardware, where applicable.
   c. Prior to the commencement of Services, perform back-up copies of all software and data contained on all hardware systems(s), and within any of Your systems or equipment that may be affected by the Services.
   d. Prior to the commencement of Services, inform Oracle of any equipment or environment modifications that may affect Oracle's performance of the Services.
   e. Prior to the commencement of Services, complete installation prerequisites and questionnaire where applicable.
   f. Provide Oracle with all applicable and compatible cables prior to the commencement of Services.
   g. Install or have installed cables where no potential safety hazards exists; and ensure all hardware requiring cable connections are located within a reasonable proximity, as determined by Oracle, of the hardware to be connected.
   h. At Oracle's request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
   i. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
   j. Prior to commencement of Services, ensure Your power supply is in accordance with industry standards and You will ensure that the property where the hardware requiring connectivity to a power supply has industry standard electrical/receptacles connectors as required by Oracle or original equipment manufacturer vendor.
   k. Dispose the packaging material set aside by Oracle.
   l. Dispose of any decommissioned hardware in accordance with applicable laws.
2. Project Assumptions
   a. The hardware to be installed will be at Your designated installation site prior to the commencement of Services.
   b. All communications and documentation will be in English.
   c. The Services cover a single installation of the hardware. In no event is staged or managed roll-out installation included in the Services.
   d. You acknowledge and agree that failure to complete Your prerequisites and/or the questionnaire prior to the agreed installation date may cause delay in Services delivery.
   e. Network, domain name system or wireless changes are not included in the Services.
   f. You acknowledge and agree that the performance of Services is contingent upon the hardware being undamaged and including all the relevant components. In the event Oracle is unable to perform the Services because the hardware is damaged or components were not delivered, Oracle will work with You to determine an appropriate course of action.
   g. Oracle will determine, in its sole discretion, which firmware updates and/or operating system patches will be used to address the hardware requirements.
   h. Oracle will not connect any electrical power supplies, or perform any other electrical work that, in Oracle's sole opinion, should be performed by a licensed electrician.
   i. Project management is not included in the Services.

j. Site planning is not included in the Services.
k. Installations of cables that must pass through ceilings or walls are not included in the Services.
l. Training is not included in the Services.
m. The following are expressly excluded from the scope of Services:
    i.   Technical support for the hardware; and
    ii. Fixes, replacements and back up for hardware that will be uninstalled.
n. Oracle may deliver Services during the following work shifts as specified in your order.
    i.   "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
    ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
    iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
    iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Property Management System Training Services – Per Hour

Part Number: B86414, B88002 (Extended Hours), B88021 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Property Management System Training Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems ("PMS") deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
    a. Conduct training sessions for any module of Your Oracle Hospitality PMS Deployment. Depending on the hours purchased each training session may be up to four (4) hours in duration and may be attended by up to twelve (12) of your end users.
        i. Oracle Hospitality application training is conducted by module (e.g. Reservations, Rate Management, Profiles, Front Desk, Cashiering etc).
    b. Provide training on end user interaction with Oracle Hospitality PMS products, as currently configured. This may include making profiles or reservations, rate management, housekeeping, accounts receivable, reporting or any other standard PMS product functionality.
    c. Provide training on standard PMS product administration which may include room configuration, transaction code setup, rate and package setup, user management, housekeeping functionality, scheduled reporting and inventory management.

Assist You to create documentation related to the current engagement. Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
    a. Provide Oracle access to Your site as required for the performance of Services.
    b. Complete required digital learning before attending the instructor led training sessions.
    c. Schedule Your end users to attend the Oracle Hospitality Hotel Property Management System Training Services sessions.
    d. Reproduce copies of training materials solely for Your end users.
    e. Recording or reproduction of the training is not allowed.

      f.   If training is provided on site, You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).

      g.   If training is provided remotely, all attendees must have a phone and either have their own personal computers ("PC's") with internet connection or the ability to share the screen of a PC with internet connection.

2. Project Assumptions
   a. The Services above will be performed either by onsite or remotely.
   b. Training is provided for Oracle Hospitality products only.
   c. Configuration or training of third party applications/interfaces is not included in the Services.
   d. Project management is not included in the Services.
   e. You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order and You must use the Services within twelve (12) months of Your signature within the order; if You wish to order additional Services or do not use the Services within the allotted time, contact Your Oracle sales representative or visit the Oracle Store.
   f. Service will be provided on consecutive days, during mutually agreeable times, excluding holidays, unless parties agree otherwise.
   g. Oracle may deliver Services during the following work shifts as specified in your order.
      i. "Standard Business Hours" between 8:00 am and 5:00 pm Monday through Friday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours. Standard Business Hours will be conformant to applicable local labor laws, but will not exceed 8 hours of labor per day commencing after 8:00 am in such applicable time zone and/or location.
      ii. "Extended Business Hours" between 5:01 pm Monday and 8:00 am Saturday in the time zone of Your site and/or location where the services are to be performed, excluding Holiday Hours.
      iii. "Weekend Hours" beginning on Saturday 8:01 am in the time zone of Your site and/or location where the services are to be performed and ending on Monday at 7:59 am, excluding Holiday Hours.
      iv. "Holiday Hours" between 12:00 am and 11:59 pm on any public holiday (as authorized by applicable law) in the time zone of Your site and/or location where the services are to be performed.

Oracle Hospitality Hotel Professional Services Interface Validation Services – Per Hour

Part Number: B87883

Description of Services

You have ordered Oracle Hospitality Hotel Professional Services Interface Validation Services to assist you with integrating and testing Your third party software (the "Third Party Application") with an Oracle Hospitality Hotel product (the "Oracle Application") as set forth below, which Services may include up to the quantity of hours of remote Services identified in Your order:

1. Integration and Testing of Your Third Party Application
   a. Conduct a discovery call to discuss the following:
      i. Review and identify the integration method for Your Third Party Application with the Oracle Application (e.g. API ("Application Program Interface") and/or SDK ("Software Development Kit")appropriate for Your integration);
      ii. Review the steps to complete the vendor validation template that is provided to You; and
      iii. Review the steps for the Services set forth below.
   b. Review Your completed vendor validation template to determine whether Your Third Party Application can integrate with the Oracle Application;
      i. If the integration method is not suitable with the Oracle Application, Oracle will assist You to identify issues with the integration method and recommend steps to address those issues.

    c.   Assist You with the integration of Your Third Party Application with the Oracle Application (e.g. deployment model, design approach, etc…);

    d.   Review changes to the integration method and update the vendor validation template accordingly; and

    e.   Assist You with the functional testing of Your Third Party Application to determine whether Your Third Party Application can integrate with the Oracle Application.

        i.   Assist You with installation and required configuration of the Oracle Application into Your non-production test environment.

        ii.   If Your Third Party Application does not integrate with the Oracle Application as identified during the discovery call and/or within the vendor validation template, Oracle will assist you to identify the issues with the integration and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1.   Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a.   Prior to the commencement of Services, (i) become, and remain for the duration of Services, a member of the Oracle Partner Network (OPN) and (ii) execute, as guided by Oracle, an Applications Integration Validation Addendum to Your OPN Agreement ("AIV Addendum").

    b.   Comply with, and fulfill Your Cooperation stated in Your OPN Agreement, AIV Addendum.

    c.   Review and complete the vendor validation template provided to you by Oracle.

    d.   Provide any notices, and obtain any consents, required for Oracle to perform Services.

    e.   Provide Oracle access to Your test environment required for the performance of Services.

    f.   Any request for modifications to the Services requires entering into a new order.

    g.   If while performing Services Oracle requires access to other vendors' products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.

    h.   Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of Services.

    i.   Limit Oracle's access to any production environments and/or shared development environments to the extent necessary for Oracle to perform the Services.

    j.   Ensure the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.

    k.   Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.

2.   Project Assumptions

    a.   Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.

    b.   All communication and documentation will be done in English.

    c.   The Services above will be performed remotely during Oracle local business hours, Monday through Friday, excluding holidays and weekends.

    d.   You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order; if You wish to order additional Services, contact Your Oracle consulting sales representative.

    e.   Oracle will provide a vendor validation template and a list of requirements that must be completed by You in preparation of the project. You acknowledge and agree that Your completion of the vendor validation template is a pre-requisite for the performance of Services; any delay in completion of the vendor validation template will result in a delay in the delivery and/or completion of Services.

    f.   Services will be provided for the suitable integration method(s) as stated in Your AIV Addendum.

    g.   Any request for modification to the Services requires entering into a new order.

    h.   Notwithstanding, any interpretation of the ordering document or the Master Agreement to the contrary, You and Oracle acknowledge and agree that, provided that Your integration method is a Validated Integration (as defined in the AIV Addendum), nothing in this order is intended to modify,

limit or expand either party's rights and duties under the AIV Addendum, including Your right to, as specified and defined in the AIV Addendum, promote Your Validated Integration.

i. The following are not part of these Services and are considered out of scope:
   i. Functionality outside of the integration method, such as the following:
      1) Your Third Party Application;
      2) Operating systems and hardware; and/or
      3) Software installation and/or configuration.
   ii. Configuration or training of third party applications;
   iii. Physical hardware installation;
   iv. Network troubleshooting;
   v. Changes to workstations and Application workflow;
   vi. Application training; or
   vii. Any other Services not expressly identified herein.

Oracle Hospitality Hotel Professional Services Interface Validation Cloud Service – Per Hour

Part Number: B88415

Description of Services

You have ordered Oracle Hospitality Hotel Professional Services Interface Validation Cloud Service to assist you with integrating and testing Your third party software (the "Third Party Application") with an Oracle Hospitality Hotel product (the "Oracle Application") as set forth below, which Services may include up to the quantity of hours of remote Services identified in Your order:

1. Integration and Testing of Your Third Party Application
   a. Conduct a discovery call to discuss the following:
      i. Review and identify the integration method for Your Third Party Application with the Oracle Application (e.g. API ("Application Program Interface") and/or SDK ("Software Development Kit")appropriate for Your integration);
      ii. Review the steps to complete the vendor validation template that is provided to You; and
      iii. Review the steps for the Services set forth below.
   b. Review Your completed vendor validation template to determine whether Your Third Party Application can integrate with the Oracle Application;
      i. If the integration method is not suitable with the Oracle Application, Oracle will assist You to identify issues with the integration method and recommend steps to address those issues.
   c. Assist You with the integration of Your Third Party Application with the Oracle Application (e.g. deployment model, design approach, etc…);
   d. Review changes to the integration method and update the vendor validation template accordingly; and
   e. Assist You with the functional testing of Your Third Party Application to determine whether Your Third Party Application can integrate with the Oracle Application.
      i. Assist You with installation and required configuration of the Oracle Application into Your non-production test environment.
      ii. If Your Third Party Application does not integrate with the Oracle Application as identified during the discovery call and/or within the vendor validation template, Oracle will assist you to identify the issues with the integration and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Prior to the commencement of Services, (i) become, and remain for the duration of Services, a member of the Oracle Partner Network (OPN) and (ii) execute, as guided by Oracle, an Oracle Cloud for Industry Addendum to Your OPN Agreement ("OCI Addendum").
   b. Comply with, and fulfill Your Cooperation stated in Your OPN Agreement, OCI Addendum.

    c.   Review and complete the vendor validation template provided to you by Oracle.

    d.   Provide any notices, and obtain any consents, required for Oracle to perform Services.

    e.   Provide Oracle access to Your test environment required for the performance of Services.

    f.   Any request for modifications to the Services requires entering into a new order.

    g.   If while performing Services Oracle requires access to other vendors' products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.

    h.   Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performance of Services.

    i.   Limit Oracle's access to any production environments and/or shared development environments to the extent necessary for Oracle to perform the Services.

    j.   Ensure the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.

    k.   Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.

2.   Project Assumptions

    a.   Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.

    b.   All communication and documentation will be done in English.

    c.   The Services above will be performed remotely during Oracle local business hours, Monday through Friday, excluding holidays and weekends.

    d.   You understand and acknowledge that Oracle shall only provide the Services to You for up to the total hours specified in Your order; if You wish to order additional Services, contact Your Oracle consulting sales representative.

    e.   Oracle will provide a vendor validation template and a list of requirements that must be completed by You in preparation of the project. You acknowledge and agree that Your completion of the vendor validation template is a pre-requisite for the performance of Services; any delay in completion of the vendor validation template will result in a delay in the delivery and/or completion of Services.

    f.   Services will be provided for the suitable integration method(s) as stated in Your OCI Addendum.

    g.   Any request for modification to the Services requires entering into a new order.

    h.   Notwithstanding any interpretation of the ordering document or the Master Agreement to the contrary, You and Oracle acknowledge and agree that, provided that Your Integration is part of Your Partner Cloud Services (as defined in the OCI Addendum), nothing in this order is intended to modify, limit or expand either party's rights and duties under the OCI Addendum, including Your right to, as specified and defined in the OCI Addendum, demonstrate and market the interoperability of Oracle Cloud Services with Partner Cloud Services.

    i.   The following are not part of these Services and are considered out of scope:

       i.   Functionality outside of the integration method, such as the following:

          1)   Your Third Party Application;

          2)   Operating systems and hardware; and/or

          3)   Software installation and/or configuration.

       ii.   Configuration or training of third party applications;

       iii.   Physical hardware installation;

       iv.   Network troubleshooting;

       v.   Changes to workstations and Application workflow;

       vi.   Application training; or

       vii.   Any other Services not expressly identified herein.

Oracle Hospitality Hotel Property Management Systems Upgrade Service for IHG

Part Number: 888767

Description of Services

You have ordered Oracle Hospitality's Property Management System Upgrade Service to upgrade your Property Management System (OPERA) and associated Oracle Database. The Services include assistance with any of the following:

1. <u>Project Management Systems Upgrade Services</u>
   a. Conduct a preliminary conference call for up to one (1) hour in duration to discuss the following
      i. Identify your current Opera version;
      ii. Determine a target Opera version for your upgrade.
   b. Upgrade Opera once annually from your currently installed version to your target version identified in 1.a.ii, if an upgrade is generally available.
2. <u>Oracle Database Upgrade Services</u>
   a. Apply one (1) annual patch set upgrade to a single instance in production environment of the applicable Oracle database, if a patch is generally available.
3. <u>Workstation Client Upgrade Services</u>
   a. Upgrade up to fifteen (15) of your Opera Workstation clients, if an upgrade is generally available.

<u>Your Cooperation and Project Assumptions</u>

1. <u>Your Cooperation</u>. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Maintain the properly configured hardware/operating System platform to support the Services.
   b. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term Of the Services.
   c. Provide Oracle remote access to the property Management System required for the performance Of the Services.
   d. Create and maintain OPERA database backups to facilitate recovery, if necessary. If You do not have a current and valid backup You agree to pay for any increased costs resulting from any delays.
   e. License, install and maintain current versions of anti-virus software on Your systems.
   f. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of the Services.
   g. Provide any notices, and obtain any consents, required for Oracle to perform the Services.
   h. Limit Oracle's access to any production environment or shared development environments to the extent necessary for Oracle to perform the Services.
   i. As required by U.S. Department of Labor regulations (20 CFR 655.734), You will allow Oracle to post a Notice regarding Oracle H-IB employee(s) at the work site prior to the employee's arrival on site.
   j. If while performing the Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   k. The hotel must be part of Micros Legacy contract with IHG.
2. Proiect Assumptions
   a. All communications and documentation will be in the mutually agreed upon language.
   b. Delays caused by either You or Your third party vendors that are not ready to support the OPERA upgrade at the scheduled times may result in additional charges.
   c. Upgrades are not designed to correct any preexisting configuration issues.
   d. Upgrades are limited to the Oracle components necessary for OPERA to function.
   e. If necessary any additional services, they should be quoted separately.
   f. The Services do not include any other services not outlined in this Description of Services , including the following:
      i. Third party software configuration;
      ii. Additional Oracle Software configuration;
      iii. Testing phase;
      iv. Support after the upgrade;
      v. Windows password reset;

vi. Virus recovery;
vii. Training;
viii. Backup creation or updates;
ix. Security patches;
x. Dataguard upgrade;
xi. Multi-properties hotels with more than one DB;
xii. Provide services in weekends or holidays;
xiii. Moving and upgrading Opera to another server;
xiv. Upgrades that require removal and reinstallation of OPERA;
xv. Workstation operating system or browser updates or upgrades.

Oracle Hospitality Professional Services Export or Report Customization – Per Hour

Part Number: B92045

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Professional Services Export or Report Customization Services ("Total Hours") related to Your Oracle Hospitality Hotel Property Management System deployment(s), which Services may include assistance with any of the following:

1. Discovery and Requirements Gathering
   a. Conduct a discovery and requirements gathering session (the "Discovery Session") for the creation
   b. (or modification) of a customization to Your Opera applications. ("the Customization").
   c. Review and discuss the requirements for the creation (or modification) of the Customization.
   d. Create a design document based on the mutually agreed upon requirements for the creation of the Customization, identified during the Discovery Session.
2. Customization

   Create or modify One of the below:

   a. Create (or modify) one export to be configured via the Opera Export Module containing up to 20 columns, following the mutually agreed upon requirements identified in section 1.c above and including no more than three of the following data types:
      i. Past Guest Financial Data;
      ii. Past Reservation Data;
      iii. Future Reservation Data;
      iv. Guest Profile Data;
      v. Membership Data; or
      vi. Configuration Data.
   b. Create (or modify) one report to be configured via the Opera Miscellaneous Report Module containing up to 20 columns, following the mutually agreed upon requirements identified in section 1.c above and including no more than four of the following data types:
      i. Past Guest Financial Data;
      ii. Past Reservation Data;
      iii. Future Reservation Data;
      iv. Guest Profile Data;
      v. Membership Data; or
      vi. Configuration Data.
   c. Create (or modify) one Back Office Export ("BOF Export") following the mutually agreed upon requirements identified in section 1.c above and including no more than six (6) custom views or modifications to existing or standard views.
3. Testing and Production Assistance
   a. Install and functionally test the Customization in an Oracle test environment.
   b. Document the installation, configuration, and usage instructions for the Customization.

c. Provide assistance to Your resources for user acceptance testing of the Customization in Your non-production and production environments.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide a mockup template of the required export or report.
   b. Provide test scenario for user acceptance testing.
   c. If the Customization is to an existing export or report, provide a copy of the existing report customizable report file ending in file extension ".RDF" or export configuration.
   d. Provide Your point of contact to enable:
      i. Remote access to perform any of the Services for the duration of the Services.
      ii. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
      iii. Provide user rights to access the cloud production environment(s) for the Services.
   e. Maintain network connectivity between Your environment and any third party applications and/or websites.
   f. Limit Oracle's access to Your production environment to the extent necessary for Oracle to perform the Services.
2. Project Assumptions
   a. The Customization is not an integration with an external system or third party.
   b. The Customization is not entitled to standard Oracle product support from Oracle Support.
   c. The Customization may not be compatible with different or future versions or upgrades of Oracle's Opera applications.
   d. The Services will be performed either on-site and/or remotely.
   e. If You wish to receive additional Services for Your property. You may do so by entering into a separate order for such Services.
   f. The following are not part of these Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Inputting of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope;
      v. Customizations of the Hospitality Application outside of those identified in section 2.c above; or
      vi. Any other Services not expressly identified herein.

Oracle Hospitality OPI Configuration and Integration Service for OCI Migration

Part Number: B92912

Description of Services

You have ordered Services related to the transition, installation, configuration and testing of your Oracle Hospitality Hotel Implementation of Oracle Payment Interface ("OPI") software to connect to Your new payment system credit card services processor ("new 3rd party provider").

1. Software Installation Configuration Services
   a. Conduct a preliminary conference call for up to one (1) hour in duration to discuss the following:
      i. Confirm that You want to transition OPI from Your existing payment system credit card payment services provider to a new 3rd party provider;
      ii. Identify Your current version of the applicable Opera software instance.
      iii. Determine whether You have any outstanding transactions that must be cleared prior to the commencement of the Services set forth herein; if there are outstanding transactions that must be cleared, Oracle will assist You for up to thirty (30) minutes to batch and settle such outstanding transactions. In the event that the batch and settling process exceeds thirty (30)

minutes, You shall be required to order additional services to guarantee that all outstanding transactions have been cleared before continuing with these Services.

iv.   Review the steps for the Services set forth below.

b.   Connect to Your Opera software, and install and configure Your OPI software for processing of credit card transactions through Your new 3rd party provider.

c.   Connect Your OPI software to Your new 3rd party provider.

d.   Test the connectivity of Your OPI software and Your new 3rd party provider as follows:

i.   Perform pin pad testing with third party vendor and site via test check-in.

ii.   Run up to three test transactions of credit card authorization attempts for manual, chip, and swipe entry methods.

e.   Detokenization of existing tokens and tokenization to new 3rd party provider.

Your Cooperation and Project Assumptions

1.   Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a.   Acquire an agreement with the new 3rd party provider prior to the commencement of Services.

b.   Download OPI software prior to the commencement of Services.

c.   Review eLearning prior to the commencement of Services.

d.   Provide credit card with chip for testing authorization attempts.

e.   Maintain network connectivity between Your OPI instance and the new 3rd party provider.

f.   Provide static IP addresses for the OPI Server\PC, Interface PC, and devices to be configured.

g.   Maintain a Microsoft supported operating system and properly configured hardware platform to support the Services.

h.   Oracle shall not seek, and You shall not provide, any access to any real credit card data.

2.   Project Assumptions

a.   All communications and documentation will be in English.

b.   The Services can be delivered in multiple sessions.

c.   The following are not part of this Service and are considered out of scope:

i.   Development of a new application interface;

ii.   Configuration or training of third party applications;

iii. Network troubleshooting;

iv.   Changes to workstations and workflow;

v.   Application training; or

vi.   Any other Services not expressly identified herein.

Oracle Hospitality Hotel Credit Card On Premise Change of Service for Elavon
Part Number: B80818

Description of Services

You have ordered the following Services related to Your Oracle Hospitality OPERA deployment(s):

1.   Software Installation

a.   Conduct a discovery call for up to one (1) hour in duration, which may be attended by designated members of Your team, to confirm what Your credit card service processor ("credit card service processor") is and what version Your OPERA Property Management System ("PMS") software is.

b.   Update Your existing credit card service processor interface software running in Your PMS production environment.

c.   Test the connectivity of Your credit card service processor interface software as follows:

i.   Perform up to three measurements of heartbeat (i.e. ping) attempts.

ii.   Perform up to three measurements of credit card authorization attempts.

Your Cooperation and Project Assumptions

1.   Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a.   Install Your OPERA PMS application prior to the commencement of Services.

    b. Purchase the required credit card service processor interface software interface prior to the commencement of Services.

    c. Provide Oracle access to Your hotel site, including access to Your OPERA PMS applications, required for the performance of Services.

    d. Provide dummy (i.e. test) credit card data to test the authorization attempts.

    e. Complete the applicable OPERA merchant setup form prior to the commencement of Services.

    f. Acquire, install and maintain the necessary hardware configured to the specifications outlined in the OPERA hardware sizing guide.

    g. Complete required activities defined in the OPERA pre-installation list of requirements prior to the commencement of Services.

    h. Oracle shall not seek, and You shall not provide, any access to credit card data unless agreed to by the parties in an amendment to this order. In such case, the parties shall specify which controls are applicable to Oracle's performance of the Services and what specific measures Oracle shall take to address the controls.

2. Project Assumptions

    a. All communications and documentation will be in mutually agreed upon language.

    b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.

    c. Development of a new application interface is not included in the Services.

    d. Configuration or training of third party applications is not included in the Services.

    e. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.

    f. Assistance with network troubleshooting is not included in this Service.

Oracle Hospitality Hotel Credit Card On Premis Change of Service for Merchant Link

Part Number: B80819

Description of Services

You have ordered the following Services related to Your Oracle Hospitality OPERA deployment(s):

1. Software Installation

    a. Conduct a discovery call for up to one (1) hour in duration, which may be attended by designated members of Your team, to confirm what Your credit card service processor ("credit card service processor") is and what version Your OPERA Property Management System ("PMS") software is.

    b. Update Your existing credit card service processor interface software running in Your PMS production environment.

    c. Test the connectivity of Your credit card service processor interface software as follows:
   - i. Perform up to three measurements of heartbeat (i.e. ping) attempts.
   - ii. Perform up to three measurements of credit card authorization attempts.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. Install Your OPERA PMS application prior to the commencement of Services.

    b. Purchase the required credit card service processor interface software interface prior to the commencement of Services.

    c. Provide Oracle access to Your hotel site, including access to Your OPERA PMS applications, required for the performance of Services.

    d. Provide dummy (i.e. test) credit card data to test the authorization attempts.

    e. Complete the applicable OPERA merchant setup form prior to the commencement of Services.

    f. Acquire, install and maintain the necessary hardware configured to the specifications outlined in the OPERA hardware sizing guide.

    g. Complete required activities defined in the OPERA pre-installation list of requirements prior to the commencement of Services.

2. Project Assumptions
   a. All communications and documentation will be in mutually agreed upon language.
   b. The Services are designed to go-live in the production services environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Development of a new application interface is not included in the Services.
   d. Configuration or training of third party applications is not included in the Services.
   e. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
   f. Assistance with network troubleshooting is not included in this Service.

Oracle Hospitality Hotel SSL Services – Single Certificate
Part Number: B93699

Description of Services

You have ordered Oracle Hospitality Hotel Remote SSL Certificate Services related to your Oracle Hospitality deployment(s), which services may include assistance with the following:

1. Secure Sockets Layer (SSL) Certificate Configuration Installation Services

Server configuration may include up to a total of three (3) hours remote assistance for no more than one (1) SSL certificate ("Certificate") as follows:

   a. Conduct a discovery call with your site contact to confirm SSL requirements.
      i. Verify Certificate has been purchased; or
      ii. Assist with purchase, if required.
   b. Remotely connect to your Oracle Hospitality Hotel software environment Property Management System ("PMS") Server or OPERA Xchange Interface ("OXI/IFC") Server to install the new Certificate.
   c. Test PMS or OXI/IFC connectivity to OPERA for the installed Certificate.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle remote access to your hotel site as required for the performance of services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform software configuration.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the services remotely.
   c. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   d. Custom report development is not included in the services.
   e. Custom interface development is not included in the services.
   f. Third party software configuration is not included in the services.
   g. Project management is not included in the services.
   h. Delays caused by either your or your third party vendors' lack or readiness at the scheduled times may result in additional charges.

Unused Services

The services above must be used within ninety (90) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused portion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Hotel SSL Services – Two Certificates

Part Number: B93700

Description of Services

You have ordered Oracle Hospitality Hotel Remote SSL Certificate Services related to your Oracle Hospitality deployment(s), which services may include assistance with the following:

1. Secure Sockets Layer (SSL) Certificate Configuration Installation Services
   Server configuration may include up to a total of four (4) hours remote assistance for no more than two (2) SSL certificates ("Certificates") as follows:

   a. Conduct a discovery call with your site contact to confirm SSL requirements.
      i. Verify Certificates have been purchased; or
      ii. Assist with purchases, if required.
   b. Remotely connect to your Oracle Hospitality Hotel software environment Property Management System ("PMS") Server and OPERA Xchange Interface ("OXI/IFC") Server to install the new Certificates.
   c. Test PMS and OXI/IFC connectivity to OPERA for the installed Certificates.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. Provide Oracle remote access to your hotel site as required for the performance of services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform software configuration.
2. Project Assumptions
   a. All communications and documentation will be in English.
   b. Oracle will perform the services remotely.
   c. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   d. Custom report development is not included in the services.
   e. Custom interface development is not included in the services.
   f. Third party software configuration is not included in the services.
   g. Project management is not included in the services.
   h. Delays caused by either your or your third party vendors' lack of readiness at the scheduled times may result in additional charges.

Unused Services

The services above must be used within ninety (90) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused portion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Patching Service for Single Server

Part Number: B95463

Description of Services
Oracle will perform the following Services related to the installation and configuration of Your Oracle Hospitality OPERA 5 Hotel Property Systems ("OPERA") on-premise application:

1. Project Management Services
   You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:

    a. Facilitate a project kick-off call with Your team to review and confirm the project scope. Confirm Oracle Hospitality Property Management Service ("PMS") products and Services sold align with the effort to be performed

    b. Confirm mutually agreed upon implementation dates.

    c. Prepare project implementation schedule for Oracle resources.

    d. Assign Oracle implementation resources.

2. Perform a review of the following on the OPERA server; (the "Week Prior Review")

    a. Database status;

    b. Available disk space;

    c. Errors in the Windows alert log;

    d. Server backup utility/application status.

    e. OPERA application version;

    f. Oracle Database version;

    g. Date of the most recent Oracle Critical Patch Updates ("CPU") for OPERA, Java, Oracle Database, and Oracle WebLogic.

3. Using information gathered in the Week Prior Review, provide guidance to You on the list of software patches that will need to be downloaded from MyOracle Support ("MOS") and list of user credentials that will be needed for the completion of Services.

4. If there are issues identified in the Week Prior Review that would prevent Oracle from performing Services, Oracle shall provide information to You on the issues that should be resolved prior to the scheduling of the software patch.

5. On or about the scheduled time to apply the software patch(es), notify You that downtime will begin;

    a. Begin OPERA downtime by remotely stopping OPERA application services and OPERA interface services on the OPERA server;

    b. Apply the available CPU patches on the OPERA server, as applicable for the following components:

        i. Application server;

        ii. Database server;

        iii. OPERA Exchange Interface ("OXI") server;

        iv. OPERA Electronic Distribution Services ("OEDS") server;

6. Re-start OPERA application services and OPERA interface services and notify You that downtime has ended and use of OPERA may resume.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

    a. For Services related to on-premise Products: (a) obtain licenses for all such Products under separate contract prior to the commencement of the Services; (b) maintain the properly configured hardware/operating system platform to support the Services; and (c) maintain annual technical support for all such Products with access to software patches and updates made available by Oracle under separate contract during the Services.

    b. Provide Oracle access to Your OPERA production environment as required for the performance of Services.

    c. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

    d. Download patches from MOS according to guidance provided by Oracle.

2. Project Assumptions

    a. All communications and documentation will be in English.

    b. Oracle will perform the Services remotely.

    c. Your OPERA version must be listed on the most recent list of Critical Patch Updates, Security Alerts and Bulletins found at https://www.oracle.com/security-alerts/

d. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
e. The following are not included in the Services and are considered out of scope:
i. Configuration, troubleshooting or training of third party applications;
ii. Troubleshooting of interfaces, exports, or reports not functioning prior to the start of Services;
iii. OPERA version upgrades;
iv. Physical hardware installation;
v. Network troubleshooting;
vi. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
vii. Any other Services not expressly identified herein.

Unused Services
The services above must be used within one hundred and eighty (180) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused port ion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Patching Service for Medium Complexity Environment
Part Number: B95464
Description of Services
Oracle will perform the following Services related to the installation and configuration of Your Oracle Hospitality OPERA 5 Hotel Property Systems ("OPERA") on-premise application:
1. Project Management Services
You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:
a. Facilitate a project kick-off call with Your team to review and confirm the project scope. Confirm Oracle Hospitality Property Management System ("PMS") and/or products and Services sold align with the effort to be performed
b. Confirm mutually agreed upon implementation dates.
c. Prepare project implementation schedule for Oracle resources.
d. Assign Oracle implementation resources.
2. Perform a review of the following on up to five (5) servers in Your OPERA environment; (the "Week Prior Review")
a. Database status;
b. Available disk space;
c. Errors in the Windows alert log;
d. Server backup utility/application status.
e. OPERA application version;
f. Oracle Database version;
g. Date of the most recent Oracle Critical Patch Updates ("CPU") for OPERA, Java, Oracle Database, and Oracle WebLogic.
3. Using information gathered in the Week Prior Review, provide guidance to You on the list of software patches that will need to be downloaded from MyOracle Support ("MOS") and list of user credentials that will be needed for the completion of Services.
4. If there are issues identified in the Week Prior Review that would prevent Oracle from performing Services, Oracle shall provide information to You on the issues that should be resolved prior to the scheduling of the software patch.
5. On or about the scheduled time to apply the software patch(es), notify You that downtime will begin;
a. Begin OPERA downtime by remotely stopping OPERA application services and OPERA interface services on the OPERA server;

b.　Apply the available CPU patches on up to a total of five (5) servers in Your OPERA environment, as applicable for the following components:
　　　　　i.　Application server(s);
　　　　　ii.　Database server(s);
　　　　　iii.　OPERA Exchange Interface ("OXI") server(s);
　　　　　iv.　OPERA Electronic Distribution Services ("OEDS") server(s);
　6.　Re-start OPERA application services and OPERA interface services and notify You that downtime has ended and use of OPERA may resume.

Your Cooperation and Project Assumptions
　1.　Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
　　　a.　For Services related to on-premise Products: (a) obtain licenses for all such Products under separate contract prior to the commencement of the Services; (b) maintain the properly configured hardware/operating system platform to support the Services; and (c) maintain annual technical support for all such Products with access to software patches and updates made available by Oracle under separate contract during the Services.
　　　c.　Provide Oracle access to Your OPERA production environment as required for the performance of Services.
　　　d.　Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
　　　e.　Download patches from MOS according to guidance provided by Oracle.
　2.　Project Assumptions
　　　a.　All communications and documentation will be in English.
　　　b.　Oracle will perform the Services remotely.
　　　c.　Your OPERA version must be listed on the most recent list of Critical Patch Updates, Security Alerts and Bulletins found at https://www.oracle.com/security-alerts/
　　　d.　If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
　　　e.　The following are not included in the Services and are considered out of scope:
　　　　　i.　Configuration, troubleshooting or training of third party applications;
　　　　　ii.　Troubleshooting of interfaces, exports, or reports not functioning prior to the start of Services;
　　　　　iii.　OPERA version upgrades
　　　　　iv.　Physical hardware installation;
　　　　　v.　Network troubleshooting;
　　　　　vi.　Services related to the patching of Oracle Real Application Cluster ("RAC") servers;
　　　　　vii.　Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
　　　　　viii.　Any other Services not expressly identified herein.

Unused Services
The services above must be used within one hundred and eighty (180) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused port ion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Patching Annual Service for Single Server
Part Number: B95465
Description of Services

During a period of twelve (12) months from the ordering document effective date (the "services period"), Oracle will perform the following Services related to the installation and configuration of Your Oracle Hospitality OPERA 5 Hotel Property Systems ("OPERA") on-premise application once every three (3) months:

1. Project Management Services
   You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:
   b. Facilitate a project kick-off call with Your team to review and confirm the project scope. Confirm Oracle Hospitality Property Management System ("PMS") products and Services sold align with the effort to be performed
   c. Confirm mutually agreed upon implementation dates.
   d. Prepare project implementation schedule for Oracle resources.
   e. Assign Oracle implementation resources.
2. Perform a review of the following on the OPERA server(s); (the "Week Prior Review")
   a. Database status;
   b. Available disk space;
   c. Errors in the Windows alert log;
   d. Server backup utility/application status.
   e. OPERA application version;
   f. Oracle Database version;
   g. Date of the most recent Oracle Critical Patch Updates ("CPU") for OPERA, Java, Oracle Database, and Oracle WebLogic.
3. Using information gathered in the Week Prior Review, provide guidance to You on the list of software patches that will need to be downloaded from MyOracle Support ("MOS") and list of user credentials that will be needed for the completion of Services.
4. If there are issues identified in the Week Prior Review that would prevent Oracle from performing Services, Oracle shall provide information to You on the issues that should be resolved prior to the scheduling of the software patch.
5. On or about the scheduled time to apply the software patch(es), notify You that downtime will begin;
   a. Begin OPERA downtime by remotely stopping OPERA application services and OPERA interface services on the OPERA server;
   b. Apply the available CPU patches on the OPERA server, as applicable for the following components:
      i. Application server;
      ii. Database server;
      iii. OPERA Exchange Interface ("OXI") server;
      iv. OPERA Electronic Distribution Services ("OEDS") server;
6. Re-start OPERA application services and OPERA interface services and notify You that downtime has ended and use of OPERA may resume.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. For Services related to on-premise Products: (a) obtain licenses for all such Products under separate contract prior to the commencement of the Services; (b) maintain the properly configured hardware/operating system platform to support the Services; and (c) maintain annual technical support for all such Products with access to software patches and updates made available by Oracle under separate contract during the Services.
   b. Provide Oracle access to Your OPERA production environment as required for the performance of Services.
   c. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.

    d. Download patches from MOS according to guidance provided by Oracle.
2. Project Assumptions
    a. The person days must me used within the services period. Any person days not used within the service period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused person days. In order for Oracle to provide additional or different services, or to perform the Services after the services period, Oracle and You must mutually agree upon a separate ordering document and exhibit for such services.
    b. All communications and documentation will be in English.
    c. Oracle will perform the Services remotely.
    d. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
    e. The following are not included in the Services and are considered out of scope:
       i. Configuration, troubleshooting or training of third party applications;
      ii. Troubleshooting of interfaces, exports, or reports not functioning prior to the start of Services;
     iii. OPERA version upgrades
     iv. Physical hardware installation;
      v. Network troubleshooting;
     vi. Services related to the patching of Oracle Real Application Cluster ("RAC") servers;
    vii. Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or
   viii. Any other Services not expressly identified herein.

Unused Services

The services above must be used within one hundred and eighty (180) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused port ion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Patching Annual Service for Medium Complexity Environment
Part Number: B95466

Description of Services

During a period of twelve (12) months from the ordering document effective date (the "services period"), Oracle will perform the following Services related to the installation and configuration of Your Oracle Hospitality OPERA 5 Hotel Property Systems ("OPERA") on-premise application once every three (3) months:

1. Project Management Services
You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:
    a. Facilitate a project kick-off call with Your team to review and confirm the project scope. Confirm Oracle Hospitality Property Management System ("PMS") products and Services sold align with the effort to be performed
    b. Confirm mutually agreed upon implementation dates.
    c. Prepare project implementation schedule for Oracle resources.
    d. Assign Oracle implementation resources.
2. Perform a review of the following on up to five (5) servers in Your OPERA environment; (the "Week Prior Review")
    a. Database status;
    b. Available disk space;
    c. Errors in the Windows alert log;
    d. Server backup utility/application status.
    e. OPERA application version;
    f. Oracle Database version;

g. Date of the most recent Oracle Critical Patch Updates ("CPU") for OPERA, Java, Oracle Database, and Oracle WebLogic.
3. Using information gathered in the Week Prior Review, provide guidance to You on the list of software patches that will need to be downloaded from MyOracle Support ("MOS") and list of user credentials that will be needed for the completion of Services.
4. If there are issues identified in the Week Prior Review that would prevent Oracle from performing Services, Oracle shall provide information to You on the issues that should be resolved prior to the scheduling of the software patch.
5. On or about the scheduled time to apply the software patch(es), notify You that downtime will begin;
   a. Begin OPERA downtime by remotely stopping OPERA application services and OPERA interface services on the OPERA server(s);
   b. Apply the available CPU patches on up to a total of five (5) servers in You OPERA environment, as applicable for the following components:
      i. Application server(s);
      ii. Database server(s);
      iii. OPERA Exchange Interface ("OXI") server(s);
      iv. OPERA Electronic Distribution Services ("OEDS") server(s);
6. Re-start OPERA application services and OPERA interface services and notify You that downtime has ended and use of OPERA may resume.

Your Cooperation and Project Assumptions
1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:
   a. For Services related to on-premise Products: (a) obtain licenses for all such Products under separate contract prior to the commencement of the Services; (b) maintain the properly configured hardware/operating system platform to support the Services; and (c) maintain annual technical support for all such Products with access to software patches and updates made available by Oracle under separate contract during the Services.
   b. Provide Oracle access to Your OPERA production environment as required for the performance of Services.
   c. Upon completion of the Services, Oracle will provide You with written notice (e.g., a completion certificate). If You fail to provide written notice to Oracle that the Services provided do not conform to the description of Services set forth above within five (5) business days following the date of Oracle's written notice of completion (the "review period"), the Services shall be deemed completed at the end of the review period.
   d. Download patches from MOS according to guidance provided by Oracle.
2. Project Assumptions
   a. The person days must me used within the services period. Any person days not used within the service period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused person days. In order for Oracle to provide additional or different services, or to perform the Services after the services period, Oracle and You must mutually agree upon a separate ordering document and exhibit for such services.
   b. All communications and documentation will be in English.
   c. Oracle will perform the Services remotely.
   d. If You wish to receive additional services You may do so by entering into a separate services order with Oracle for such services.
   e. The following are not included in the Services and are considered out of scope:
      i. Configuration, troubleshooting or training of third party applications;
      ii. Troubleshooting of interfaces, exports, or reports not functioning prior to the start of Services;
      iii. OPERA version upgrades
      iv. Physical hardware installation;
      v. Network troubleshooting;
      vi. Services related to the patching of Oracle Real Application Cluster ("RAC") servers;

vii.   Input of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon project scope; or

viii.   Any other Services not expressly identified herein.

<u>Unused Services</u>

The services above must be used within one hundred and eighty (180) days from the date of your order ("Professional Services Period"). Any services not used within the Professional Services Period will be automatically forfeited by you with no further action required of either party and you will not be entitled to a refund or any credit toward additional or other services for any unused port ion of the fees paid for any unused services. You may not use the fees for any services other than the services stated herein.

Oracle Hospitality Hotel Remote Professional Services Implementation Assistance

Part Number: B96462

<u>Description of Services</u>

You have ordered Oracle Hospitality Hotel Remote Professional Services Implementation related to the installation, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. <u>Installation, Configuration, and/or Testing of the Application and Application Interface</u>
   a. Conduct a discovery call to discuss the following:
      i.   The configuration of the applicable modules from Your Application and Application interface(s) which will be the subject of the Services to be installed and tested;
      ii.   The timing and scheduling of the Services;
      iii.   Identification and confirmation of the full Application version; and
      iv.   Review the steps for the Services set forth below.
   b. Assist You to install a report or export to/from Your Application or third party interface;
   c. Assist You to install, configure, or modify the functionality of Your Application and/or Application interface(s) as identified in the discovery call (e.g., configuration of rooms, room types, rate codes, rates, transaction codes, market codes, etc.);
   d. Assist You to enable and/or modify stationary or reports within Your Application (e.g., folio, registration card(s), accounts receivable statement(s), confirmation letter(s), etc.); and
   e. Assist You with the testing of the applicable modules from Your Application and Application interface(s) to confirm operation and functionality as discussed during the discovery call.
      i.   If Your Application and Application interface(s) do not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with Your Application and/or Application interface(s) and recommend steps to address the issues.

<u>Your Cooperation and Project Assumptions</u>

1. <u>Your Cooperation.</u> Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
   b. Engage third party vendors required for support or testing, as applicable.
   c. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
   e. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
   f. Perform all data entry.
1. <u>Project Assumptions</u>

a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
b. All communication and documentation will be in English.
c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
d. Any request for modification to the Services requires entering into a new order.
e. You acknowledge and agree that any delay or issue related to a third party vendor may result in the delay of the commencement and/or completion of Services.
f. The Services provided above are limited to the Application version identified during the discovery call.
g. The following are not part of these Services and are considered out of scope:
    i. Functionality outside of the Application and Application interface, such as the following:
        1. Third party applications and interfaces; and/or
        2. Operating systems and hardware.
    ii. Development of a new application interface;
    iii. Configuration or training of third party applications;
    iv. Physical hardware installation;
    v. Network configuration and troubleshooting;
    vi. Changes to workstations and PMS workflow; or
    vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Hotel Remote Property Management System Implementation Assistance

Part Number: B96463

Description of Services

You have ordered Oracle Hospitality Hotel Remote Property Management System ("PMS") Implementation related to the installation, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. Software Installation, Configuration, and/or Testing of the Application and Application Interface
    a. Conduct a discovery call to discuss the following:
        i. The applicable modules from Your Application and Application interface(s) which will be the subject of the Services to be installed, configured, and tested;
        ii. Review Your pre-installation requirements for the Application, as applicable;
        iii. Discuss the timing and scheduling of the Services; and
        iv. Review the steps for the Services set forth below.
    b. Assist You in configuring Your users/roles with associated permissions;
    c. Assist You to install, configure, or modify the standard functionality of Your Application and/or Application interface(s) as identified in the discovery call (e.g., configuration of rooms, room types, rate codes, rates, transaction codes, market codes, stationary forms, etc.);
    d. Assist You to enable and/or modify the screen and features within the screen designer (e.g., changing layout of fields, adding conditions/fields, etc.); and
    e. Assist You with the testing of the applicable modules from Your Application and Application interface(s) to confirm operation and functionality as discussed during the discovery call.

      i.   If Your Application and Application interface(s) do not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with Your Application and/or Application interface(s) and recommend steps to address the issues.

<u>Your Cooperation and Project Assumptions</u>

1. <u>Your Cooperation.</u> Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
   b. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   c. Engage third party vendors required for support or testing, as applicable.
   d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.
   e. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.
   f. Perform all data entry.

2. <u>Project Assumptions</u>
   a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.
   b. All communication and documentation will be in English.
   c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.
   d. You acknowledge and agree that Your completion of the pre-installation guide is a pre-requisite for the performance of the Services; any delay in completion in the pre-installation guide will result in a delay of the commencement of Services.
   e. Any request for modification to the Services requires entering into a new order.
   f. You acknowledge and agree that any delay or issue related to a third party vendor may result in the delay of the commencement and/or completion of Services.
   g. The following are not part of these Services and are considered out of scope:
      i. Functionality outside of the Application and Application interface, such as the following:
         1. Third party applications and interfaces; and/or
         2. Operating systems and hardware.
      ii. Development of a new application interface;
      iii. Configuration or training of third party applications;
      iv. Physical hardware installation;
      v. Network configuration and troubleshooting;
      vi. Changes to workstations and PMS workflow; or
      vii. any other Services not expressly identified herein.

<u>Unused Services</u>

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.

Oracle Hospitality Hotel Remote Network Interface Technical Services Implementation Assistance

Part Number: B96464

<u>Description of Services</u>

You have ordered Oracle Hospitality Hotel Remote Network Interface Technical Services Implementation related to the installation, upgrade, configuration, and/or testing of Your Oracle Hospitality product (the "Application"), as described below, which Services may include up to four hours of remote assistance for Your Hotel Application:

1. Installation, Upgrade, Configuration, and/or Testing of the Application
   a. Conduct a discovery call to discuss the following:
      i. Review Your environment for current and/or proposed hardware versions required for Your Application;
      ii. The timing and scheduling of the Services;
      iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the Application;
      iv. Review Your pre-installation and/or upgrade requirements for the Application, as applicable; and
      v. Review the steps for the Services set forth below.
   b. Assist You in installing, configuring, and/or upgrading the Application on Your workstation(s), database server(s), application server(s), and/or interface PC(s);
   c. Assist You in installing and/or configuring recommended patches for the Application (e.g. security update(s) and service pack(s));
   d. Assist You to enable and/or modify the standard functionality of Your Application based upon Your requirements identified in the discovery call; and
   e. Assist You with the testing of Your Application after the installation, upgrade, and/or configuration.
      i. If the Application does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and recommend steps to address the issues.

2. Installation, Configuration, and/or Testing of Network Interfaces
   a. Conduct a discovery call to discuss the following:
      i. Review Your environment for current and/or proposed hardware versions required for Your network interface;
      ii. The timing and scheduling of the Services;
      iii. Identify the current version (e.g. x.x.xx) and destination version (e.g. x.x.xx) of the network interface;
      iv. Review Your pre-installation and/or upgrade requirements for the network interface, as applicable; and
      v. Review the steps for the Services set forth below.
   b. Assist You in installing, configuring, and/or upgrading the network interface on Your workstation(s), database server(s), application server(s), and/or interface PC(s);
   c. Assist You to enable and/or modify the standard functionality of Your network interface based upon Your requirements identified in the discovery call; and
   d. Assist You with the testing of Your Application and network interface after installation, upgrade, and/or configuration.
      i. If the Application and network interface does not operate or function as discussed during the discovery call, Oracle will assist You to identify issues with the Application and/or network interface and recommend steps to address the issues.

Your Cooperation and Project Assumptions

1. Your Cooperation. Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

   a. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
   b. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
   c. Engage third party vendors required for support or testing, as applicable.

d. Develop necessary end user documentation, including, but not limited to, specific business practices and data examples documentation, and organization/end-user specific policies and procedures.

e. Review and complete the pre-installation guide provided to you by Oracle.

f. Be responsible for addressing and resolving functional and/or compatibility issues, in Your environments, that are not expressly included in the Services to be performed by Oracle.

g. Perform all data entry.

2. Project Assumptions

a. Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication.

b. All communication and documentation will be in English.

c. The Services above will be performed remotely during local business hours, Monday through Friday excluding holidays and weekends.

d. You acknowledge and agree that Your completion of the pre-installation guide is a pre-requisite for the performance of the Services; any delay in completion in the pre-installation guide will result in a delay of the commencement of Services.

e. Any request for modification to the Services requires entering into a new order.

f. You acknowledge and agree that any delay or issue related to a third party vendor may result in the delay of the commencement and/or completion of Services.

g. The following are not part of these Services and are considered out of scope:

    i. Functionality outside of the Application and Application interface, such as the following:

        1. Third party applications and interfaces; and/or

        2. Operating systems and hardware.

    ii. Development of a new application interface;

    iii. Configuration or training of third party applications;

    iv. Physical hardware installation;

    v. Network configuration and troubleshooting;

    vi. Changes to workstations and Application workflow; or

    vii. any other Services not expressly identified herein.

Unused Services

The Services above must be used within ninety (90) days from the date of Your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Services stated herein.