ORACLE

Oracle Restaurants

Oracle Restaurants Payment Cloud Services

Service Descriptions and Metrics

Effective Date: September 12, 2024

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METRIC DEFINITIONS

Chargeback is defined as an occurrence when Your customer disputes the validity of a Processed Payment, without regard to the ultimate resolution or disposition of such dispute. Chargeback pricing is expressed as a fixed fee in the applicable currency and is applied for each Chargeback.

Processed Payment Amount is defined as the total amount of a Processed Payment in the applicable currency to which a percentage rate is applied.

Processed Payment is a Payment to which a fixed fee in the applicable currency is applied.

GLOSSARY

Card Present is defined as any Processed Payment whereby the applicable card is presented for payment in the physical presence of the merchant.

Card Not Present is defined as any Processed Payment other than one processed on a Card Present basis including, without limitation, a Processed Payment whereby the applicable card is manually entered for processing.

A **Payment** is defined as an authorization request by Your customer for a payment from Your Customer to You and submitted by You to Oracle for processing using the Oracle Payment Cloud Service from any account (including, without limitation, a credit card, debit card, gift card, or bank account).

ADDITIONAL TERMS

Retired Services

Oracle in its sole discretion, may make certain Oracle Cloud Services listed on the rate card attached to Your order and/or as seen in the Cloud Portal unavailable for new instance deployments during the term of Your order. Those Cloud Services will be listed under the section "Retired SKUs" in this Service Descriptions document. You may continue to use Retired SKUs prior to the announced retirement date (including after a renewal order, where applicable) unless Oracle in its sole discretion provides You with a written notification of an official End Of Life for such Cloud Service(s) during the term of Your order. If Oracle provides a written notification of End Of Life of a Cloud Service, You may be required to transition to a successor Oracle Cloud Service if Oracle makes a successor Cloud Service available.

The "Retired SKUs" section of this Service Descriptions document shall take precedence over any term to the contrary in Section 1.2 (Use of Services) of the Agreement and Section 4.2.2 (End of Life) of the Oracle Cloud Hosting & Delivery Policies.

SERVICE DESCRIPTIONS

Oracle Restaurants Payment Cloud Service

CLOUD SERVICE	PART #	METRIC
Oracle Restaurants Payment Cloud Service	B92879	Currency Unit
Oracle Restaurants Payment Cloud Service, Card Present Rate (% applied to Processed Payment Amount)	B92880	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Card Present Transaction Fee	B92881	Processed Payment
Oracle Restaurants Payment Cloud Service, Card Not Present Rate (% applied to Processed Payment Amount)	B92882	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, Card Not Present Transaction Fee	B92883	Processed Payment
Oracle Restaurants Payment Cloud Service, American Express Card Present Rate (% applied to Processed Payment Amount)	B96191	Processed Payment Amount
Oracle Restaurants payment Cloud Service, American Express Card Present Transaction Fee	B96192	Processed Payment
Oracle Restaurants Payment Cloud Service, American Express Card Not Present Rate (% applied to Processed Payment Amount)	B96193	Processed Payment Amount
Oracle Restaurants Payment Cloud Service, American Express Card Not Present Transaction Fee	B96194	Processed Payment
Oracle Restaurants Payment Cloud Service, Chargeback	B92884	Chargeback

Activation Usage and Billing

During the Services Period of Your order, You may consume the Oracle Restaurants Payment Cloud Service according to this service description. A monthly statement detailing Your actual usage and related charges will be available within the Oracle Restaurants Payment Cloud Service.

You will be charged for each payment processed through the Oracle Restaurants Payment Cloud Service and for each Chargeback incurred based upon Oracle's then current price list for the Oracle Restaurants Payment Cloud Service, which can be found at https://www-sites.oracle.com/industries/payg-services-price-list/.

Payment Terms and Frequency

During the Services Period, on a daily basis, Oracle shall collect all charges incurred for using the Oracle Restaurants Payment Cloud Service by automatically deducting such charges from any Processed Payments prior to depositing the net funds into Your designated bank account. All fees payable to Oracle are due immediately for each Processed Payment or Chargeback occurrence.

The Payment Terms and Frequency for the Oracle Simphony Cloud Service do not apply to the Oracle Restaurants Payment Cloud Service.

If the Oracle Restaurants Payment Cloud Service is terminated (e.g., non-renewal, end of life, etc.) and there are insufficient Processed Payments to close out the account balance, You will be billed for the remaining amount.

Users of Oracle Restaurants Payment Cloud Services referenced in the table above have access to the following modules and features:

- Oracle Restaurants Payment Cloud Service

The Oracle Restaurants Payment Cloud Service, Card Present Rate requires You to purchase and maintain one of the following base services:

- Oracle Simphony Cloud Service, Single-Tenant Edition
- Oracle Simphony Cloud Service, Enterprise Edition
- Oracle Simphony Cloud Service, Plus Edition
- Oracle Simphony Cloud Service, Single-Tenant Edition, for Android
- Oracle SImphony Cloud Service, for Android
- Oracle Simphony, Single -Tenant Edition, Metered Service
- Oracle Simphony, Plus Edition, Metered Service
- Oracle SImphony, Essentials Edition, Metered Service
- Oracle Hospitality Simphony Premium Cloud Service
- Oracle Hospitality Simphony Standard Cloud Service

The following Oracle Restaurants Payment Cloud Services must be purchased and maintained concurrently:

- Oracle Restaurants Payment Cloud Service, Card Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, Card Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, Card Not Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, Card Not Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, American Express Card Present Rate (% applied to Processed Payment Amount)

- Oracle Restaurants Payment Cloud Service, American Express Card Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, American Express Card Not Present Rate (% applied to Processed Payment Amount)
- Oracle Restaurants Payment Cloud Service, American Express Card Not Present Transaction Fee
- Oracle Restaurants Payment Cloud Service, Chargeback Fee

You are also required to purchase from Oracle one or more of the following hardware devices configured for use with the Oracle Simphony Cloud Service for payment processing:

- Verifone P400Plus countertop payment terminal
- Verifone e285 mobile payment terminal
- Verifone 400M mobile payment terminal
- Castles S1F2 mobile POS and payment terminal

Disaster Recovery and Target Service Availability

As described in the Oracle Global Business Unit Cloud Services Pillar Document, this Oracle Cloud Service has the following Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability
24 hours	15 minutes	99.5%

The RTO, RPO, and Target Service Availability Level do not apply to the Non-Production Environment(s). The Target Service Availability Level does not apply in the event of a major disaster, as declared by Oracle, that leads to loss of a data center and corresponding service unavailability, or a national or global emergency or during Unplanned Downtime. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software.

Oracle Cloud Policies

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