ORACLE

Oracle Retail Cloud Services Service Descriptions and Metrics

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METRIC DEFINITIONS

1000 Active Records is defined as one thousand Product and Site Records. A Product Record represents a traded item or product, commonly known as a SKU. A Site Record is a system record that represents the physical location associated with a supplier, where a product is manufactured, processed, packed, grown or stored. The Product and Site records' active status is defined by its status in the database of the applicable Oracle Program. For purposes of the Retail Supplier Evaluation Cloud Service, an Active Record only includes a Site Record.

1,000 Average Active Users is defined as an individual authorized by You to access the Cloud Service and is actively using the Program at any given time. An average active user count is calculated as the sum total number of hosted named users that accessed the Program in each month divided by 12 (months in calendar year).

10,000 Orders is defined as ten thousand orders, where an Order is defined as a request by a consumer to purchase a product or service online or offline from a merchant. Orders may describe each address shipped to, each subscription shipment, unverified returns, and store pickup transactions. Quotes that are not converted, multiple shipments to a single address, or returns against an existing Order, do not count as additional Orders.

10,000 Transactions is defined as ten thousand unique Transactions processed through the Oracle Cloud Service. Transactions may describe various transaction types, including but not limited to sales, returns, exchanges, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and/or administrative transactions.

50K Active SKU-Locations is defined as 50,000 (fifty thousand) unique combinations of Active SKU and locations analyzed by the Oracle Cloud Service. An 'Active SKU' is a SKU recognized by the Service as active, i.e., if it is available for purchase by one or more of Your customers. A 'location' is any physical or virtual site where one or more analyzed Active SKUs are available for purchase by one or more of Your customers. Locations include, but are not limited to, stores, e-commerce sites, micro-sites, and warehouses. For clarity, a single Active SKU available in 500 locations will be considered 500 Active SKU-Locations.

100,000 Page Views is defined as one hundred thousand page views, where one Page View is defined as an Internet user visiting a particular page on a website.

1M Active SKU-Locations is defined as 1,000,000 (one million) unique combinations of Active SKU and location analyzed by the Oracle Cloud Service. An 'Active SKU' is a SKU recognized by the service as active, i.e., if it is available for purchase by one or more of Your customers. A 'location' is any physical or virtual site where one or more analyzed Active SKUs are available for purchase by one or more of Your customers. Locations include, but are not limited to, stores, e-commerce sites, micro-sites, and warehouses. For clarity, a single Active SKU available in 500 locations will be considered 500 Active SKU-Locations.

1M Average Sales Transactions per Month is defined as Average Sales Transactions per Month divided by 1,000,000 (one million) and rounded to the next highest integer.

For purposes of Xstore Office Cloud Service a Sales Transaction includes but is not limited to any device, tool or service with the ability to inquire, initiate, modify or complete any part of sales, returns, exchanges, layaways, loyalty reward redemptions, deals, gift card purchases, orders, order fulfillment, inventory movements, petty cash, cash management and/or administrative transaction or activity.

1M Sales Units is defined as 1 million of the items that consumers paid money (including cash, credit card, debit card, gift card or check) for and had fulfilled or returned during the period. For the purposes of quantifying 1M sales units, this is represented by the amount of sales units processed by the Cloud Service for the duration of the Service term. Exceeding this will require additional purchase.

1M Transactions is defined as one million unique executions or transfers of goods, services or funds processed through the Oracle Cloud Service. These include but are not limited to sales, returns, exchanges, loyalty reward redemptions, deals, gift card purchases, inventory movements, and petty cash activities. A component of this

metric is 1 Million Transactions Ordered, which enables the mapping of Oracle Retail XBRi Enhanced Disaster Recovery Cloud Service and Oracle Retail XBRi Additional Storage pricing to that of Oracle Retail XBRi Loss Prevention Cloud Service.

1M Weekly Sales Units is defined as the quantity of merchandise sales in terms of customer purchases for all products within the Oracle Retail Demand Forecasting Cloud Service. The weekly value is calculated by taking the total of all product sales during the past 52 week historical periods and dividing by 52. Subscribing customers are entitled to 1 Million of Weekly Sales Unit volume for each 1 Million Sales Unit increment they reach. As sales volume increases, the potential amount of 1 Million Weekly Sales Unit needs for that customer will increase as well.

10M Annual Sales Units is defined as the annual gross quantity of items or services fulfilled or returned.

100M Analytical Cloud Position is defined as one hundred million unique combinations of Products, Locations and Time Intervals residing in a particular Cloud Service. The definitions of Product, Location and Time Interval are outlined below:

> **Product** means the lowest level of the merchandise hierarchy used for planning within the Cloud Service. A product may be active or inactive. The translation capability within the Cloud Service will enable a different label to be presented to the User.

> **Locations** means the lowest level of the organizational hierarchy used for planning within the Cloud Service. A Location may be active or inactive. The translation capability within the Cloud Service will enable a different label to be presented to the User.

> **Time Interval** means the lowest level of the calendar hierarchy used for planning within the Cloud Service. The translation capability within the Cloud Service will enable a different label to be presented to the User.

For example, the number of unique combinations for Products, Locations and Time Intervals for Merchandise Financial Planning Cloud Service ("MFP-CS"), where "Product" is a subclass; "Location" is a store; and "Time Interval" is a week, for a customer planning 800 subclasses across 600 stores for 208 weeks (calculated as 800 subclasses X 600 stores X 208 weeks) is 99,840,000 Analytical Cloud Positions. Thereafter, 99,840,000 is divided by 100,000,000 and rounded off to the nearest increment of 100M for a total number of 100M Analytical Cloud Positions.

100M Sales Units is defined as 100 million of the items that consumers paid money for and had fulfilled or returned during the period. This is defined as the number of 100M sales units stored in the solution for the duration of the service's data retention allowance. Exceeding this will require additional purchase.

Active Record is defined as a Product and/or Site Records. A Product Record represents a traded item or product, commonly known as a SKU. A Site Record is a system record that represents the physical location associated with a supplier, where a product is manufactured, processed, packed, grown or stored. The Product and Site records' active status is defined by its status in the database of the applicable Oracle Program. For purposes of the Retail Supplier Evaluation Cloud Service, an Active Record only includes a Site Record.

Average Sales Transactions per Month is defined as the average number of unique sales transactions per month loaded into the system for analytical processing. The average value is computed over the most recent 12 month period. A Sales Transaction is defined as a Point of Sale transaction (purchase or return) or a Commerce order. A Sales Transaction includes all items that have been purchased and/or returned together in a single customer transaction or order. Locations include, but are not limited to, stores, e-commerce sites, micro-sites, and warehouses.

Core of Data Store Compute Capacity is defined as the CPU capacity equivalent of one physical core available for use by the Oracle Cloud Service.

Division is defined as an individual brand, company or label that is setup within Your Oracle Cloud Service.

Enterprise $M in Revenue is defined as one million U.S. dollars in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by You during a fiscal year. Upon increase of Your

enterprise revenue above the maximum contracted under Your order, You must purchase additional service subscriptions from Oracle.

Hosted Environment is defined as the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Oracle Cloud Services which You have ordered. A hosted environment can be used for only one type of Oracle Program.

Instance is defined as a single deployment of the Oracle Cloud Service. For details of deployment specific to an Oracle Cloud Service, please refer to the service descriptions/entitlements associated with that service.

Retail Registers are defined as the total number of devices that a retailer has in the enterprise that can be used to record any part of a sales transaction.

For purposes of the Oracle Retail Xstore Office Program, the licensed quantity purchased must at a minimum be equal to or greater than the number of Retail Registers on which the Oracle Retail Xstore Point of Service Program is installed and/or running.

For purposes of Xstore Office Cloud Service a Retail Register includes is but is not limited to any device, tool or service with the ability to inquire, initiate, modify or complete any part of a sales, returns, exchanges, layaways, loyalty reward redemptions, deals, gift card purchases, orders, order fulfillment, inventory movements, petty cash, cash management and/or administrative transaction or activity.

TB of Storage Capacity is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes through the Cloud Service.

Thousands of Weighted MFP Positions Used is defined as a block of 1,000 Merchandise Financial Positions analyzed by the Oracle Merchandise Financial Planning (MFP) Cloud Service. The number of positions is calculated by totaling three numbers (and weighing one of them by a factor of three): Calendar Weeks + 3 (Sub-Classes) + Commerce Locations. If the number of Thousands of Weighted MFP Positions used exceeds the maximum contracted under Your Order, You must purchase additional Weighted MFP Positions from Oracle.

VPN Connection is defined as each Oracle virtual private network connection installed between the Oracle data center and Your Physical Location.

GLOSSARY

Calendar Weeks is defined as the number of weeks loaded into the Oracle Cloud Service Calendar, where the number of weeks determines both how many weeks of history can be viewed and the number of weeks that can be planned in the Oracle Cloud Service.

Commerce Locations is defined as any Customer-facing physical or virtual site where products are available for purchase by or for fulfillment to one or more of Your Customers. Locations include, but are not limited to: Stores, e-commerce websites, micro-sites, social commerce websites, and wholesale/franchise locations/accounts. Commerce Locations must be loaded into the Oracle Cloud Service Location Hierarchy in order to view and to perform planning activities.

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

File Storage is defined as the total space allocated for reporting and SFTP access.

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

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

Sales Units is defined as the quantity of items that consumers paid money for and had fulfilled during the period.

Sales Unit Increments is defined as the total sales volume per week totals that reach and exceed each 1 Million unit volume quantity.

Sub-Classes is defined as the categorization of items sold based on differing features and represented on a product hierarchy just below the Class level (see next slide for a visual representation of the hierarchy). Sub-Classes must be loaded into the Oracle Cloud Service Product Hierarchy in order to view and to perform planning activities. The Translation capability within the Solution will enable a different label to be presented to the Planner (the User) in place of Sub-Class, if desired.

Weekly is defined as a regular period of 7 days in which commerce and fulfillment of products occur. Definition of which 7 days are included within a defined week is determined differently by each retailer but does remain a consistent set of 7 day periods as a defined grouping.

Oracle Retail AI Foundation Cloud Service

Part #: B95576 – Per Core of Data Store Compute Capacity

The Oracle Retail AI Foundation Cloud Service provides Cores of AI Foundation Compute Capacity to load and maintain data in the Oracle Retail AI Foundation.

Usage Limits

The Oracle Retail AI Foundation Cloud Service is subject to usage limits based on:

- A maximum quantity of Cores of AI Foundation Compute Capacity as specified in Your order. The initial maximum quantity is determined by Oracle based on input provided by You. If You require an additional quantity, then You must promptly purchase and pay fees for it.

- If You attempt to exceed the maximum quantity of Cores of AI Foundation Compute Capacity stated in Your order, Service performance may be negatively impacted, and Oracle is not responsible for any resulting performance issues, including a missed Target Service Availability Level.

- To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Retail AI Foundation Storage Cloud Service, as determined by Oracle based on Your usage.

Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.

- Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail AI Foundation Storage Cloud Service

Part #: B95575 – Per Terabyte of Storage Capacity

The Oracle Retail AI Foundation Storage Cloud Service provides additional storage capacity in terabytes (TB) of data in the Oracle Retail AI Foundation.

Usage Limits

The Oracle Retail AI Foundation Storage Cloud Service is subject to usage limits based on:

- A maximum quantity of TB of Storage Capacity as stated in Your order. The initial maximum quantity is determined by Oracle based on input provided by You. If You require an additional quantity, then You must promptly purchase and pay fees for it.
- If You attempt to exceed the maximum quantity of TB of Storage Capacity stated in Your order, Service performance may be negatively impacted, and Oracle is not responsible for any resulting performance issues, including a missed Target Service Availability Level.
- To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Retail AI Foundation Cloud Service, as determined by Oracle based on Your usage.

Oracle will provision two environments of this Oracle Cloud Service for Your Use: one (1) Production Environment and one (1) Non-Production Environment.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail AI Foundation Cloud Service

Part #: B95578 – Per Core of Data Store Compute Capacity

The Additional Non-Production Environment for Oracle Retail AI Foundation Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at You request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail AI Foundation Storage Cloud Service

Part #: B95577 – Per Terabyte of Storage Capacity

The Additional Non-Production Environment for Oracle Retail AI Foundation Storage Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production Environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail AI Foundation Private Endpoint Cloud Service

Part #: B99590 – Per Core of Data Compute Capacity

This service enables direct and secure database connectivity for the Oracle Retail AI Foundation Cloud Service.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated Oracle Retail AI Foundation Cloud Service also apply to the Private Endpoint. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ANALYTICS & PLANNING

Oracle Retail Lifecycle Pricing Optimization Cloud Service

Part #: B98184 – Per 10M Annual Sales Units

Users of the Oracle Retail Lifecycle Pricing Optimization Cloud Service are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Lifecycle Pricing Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as defined in Your order (in increments of 1).
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Lifecycle Pricing Optimization Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 300	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

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:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
Oracle Retail Lifecycle Pricing Optimization Cloud Service	12 Hours	1 Hour	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 declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

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Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Lifecycle Pricing Optimization Cloud Service

Part #: B98185 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Lifecycle Pricing Optimization Cloud Service provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Non-Production Environment for Oracle Retail Lifecycle Pricing Optimization Cloud Service Advanced Edition for Qualified OPN Members Only

Part #: B99711 - Each

The Additional Non-Production Environment for Oracle Retail Lifecycle Pricing Optimization Cloud Service for Qualified OPN members only provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

- The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment.
- Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.
- The Additional Non-Production Environment may be refreshed, at You request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition

Part #: B98182 – Per 10M Annual Sales Units

Users of the Oracle Retail Inventory Planning Optimization Advanced Edition Cloud Service are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Inventory Planning Optimization Inventory Planning Optimization Cloud Service Advanced Edition is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as defined in Your order (in increments of 1).
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage..
  - The Non-Production Environment may be refreshed, at Your request, no more

than once per quarter.

- o Additional Non-Production Environments may be purchased, subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 19	100
20 to 39	100
40 to 59	100
60 to 119	200
120 to 159	200
160 to 199	400
200 to 300	400

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

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:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition	12 Hours	1 Hour	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 declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

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Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition

Part #: B98183 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Non-Production Environment for Oracle Retail Inventory Planning Optimization Cloud Service Advanced Edition for Qualified OPN Members Only

Part #: B99712 - Each

The Additional Non-Production Environment for Oracle Retail Inventory Planning Optimization Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production Environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues

Oracle Retail Insights Cloud Service Advanced Edition

Part #: B95650 – Per 10M Annual Sales Units

Users of the Oracle Retail Insights Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Insights Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 19	100
20 to 39	125
40 to 59	150
60 to 119	175
120 to 159	200
160 to 199	225
200 to 300	300

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Insights Cloud Service

Part #: B95642 - Each

The Additional Non-Production Environment for Oracle Retail Insights Cloud Service provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandise Financial Planning Cloud Service Advanced Edition

Part #: B95654 – Per 10M Annual Sales Units

Users of the Oracle Retail Merchandise Financial Planning Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.

- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Merchandise Financial Planning Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 19	100
20 to 39	100
40 to 59	100
60 to 119	200
120 to 159	200
160 to 199	400
200 to 300	400

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service Advanced Edition

Part #: B95646 - Each

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment Planning Cloud Service Advanced Edition

Part #: B95639 – Per 10M Annual Sales Units

Users of the Oracle Retail Assortment Planning Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
  - Additional Non-Production Environments may be purchased, subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Assortment Planning Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 19	100
20 to 39	100
40 to 59	100
60 to 119	200
120 to 159	200
160 to 199	400
200 to 300	400

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment Planning Cloud Service Advanced Edition

Part #: B95647 - Each

This Oracle Cloud Service provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Enterprise Inventory Cloud Service

Part #: B110442 – Per 1M Sales Units Processed

The Oracle Retail Enterprise Inventory Cloud Service provides integration access to other applications and services that collectively provide information to update inventory values.

The inventory values are available for consumption by other applications and workflow execution outside of the Enterprise Inventory Cloud Service. Common integration points include, but are not limited to:
- Point of Sale
- RFID
- ERP/Merchandising System
- Oracle Retail Store Operations Cloud Service
- 3rd party/Bespoke operation solutions

Users of the Oracle Retail Enterprise Inventory Cloud Service will have access to administrative activities enabled within the Service such as:
- User management (for EICS & SOCS)
- Configuration
- Setup
- Integrations
- Calculation scheduling

Usage Limits

The Oracle Retail Enterprise Inventory Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units as specified in Your order, up to a maximum of 5000M Sales Units.

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.
- The following maximums apply to each of the environments based on the corresponding environment size determined for Your use:

1 M Sales Units	License Unit	Database Storage (GB)	File Storage (GB)
100-300	SML	500 GB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
400-500	MED	1 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
600 – 1000	LG	2 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
1100 - 7000	XLG	3 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Additional Information

- Oracle Retail Enterprise Inventory Cloud Service is a single-tenant service offering.
- There are no PCI or HIPPA compliance guidelines or security measures applied to the service offering.

Disaster Recovery and 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:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
Oracle Retail Enterprise Inventory Cloud Service	12 Hours	1 Hour	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 RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is 30 days with the following exceptions:

Data Element	Retention
Customer Orders	60 days
In Progress Ad Hoc Stock Counts	1 days
Price History	90 days
Related Items	60 days
Sales Posting	120 days
Shelf Adjustment Lists	1 days

Note: Any data or data files exceeding these data age thresholds are marked as Delete and are promptly removed or rendered inaccessible from the system.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Enterprise Inventory Cloud Service

Part #: B90253

The Oracle Retail Enterprise Inventory Cloud Service provides integration access to other applications and services that collectively provide information to update inventory values. The inventory values are available for consumption by other applications and workflow execution outside of the Enterprise Inventory Cloud Service. Common integration points include, but are not limited to:

- Point of Sale
- RFID
- ERP/Merchandising System
- Oracle Retail Store Operations Cloud Service
- 3rd party/Bespoke operation solutions

Users of the Additional Non-Production Environment for Oracle Retail Enterprise Inventory Cloud Service will have access to administrative activities enabled within the service such as:

- User management (for EICS & SOCS)
- Configuration
- Setup
- Integrations
- Calculation scheduling

Usage Limits

The Additional Non-Production Environment for Oracle Retail Enterprise Inventory Cloud Service is subject to usage limits based on:

- A maximum number of 1 Non-Production Environment as specified in Your order.
- Oracle will provision one Environment for this Oracle Cloud Service: Additional Non-Production.
- This Non-Production Environment may be refreshed, at Your request, no more than once per quarter.

- The following maximums apply to each of the environments based on the corresponding environment size determined for your use:

License Unit	Database Storage (GB)	File Storage (GB)
SML	500 GB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
MED	1 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
LG	2 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
XLG	3 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Additional Information

- Additional Non-Production Environment for Oracle Retail Enterprise Inventory Cloud Service is a single-tenant service offering.
- There are no PCI or HIPPA compliance guidelines or security measures applied to the service offering.

Disaster Recovery and Service Availability

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 RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is 30 days with the following exceptions:

Data Element	Retention
Customer Orders	60 days
In Progress Ad Hoc Stock Counts	1 days
Price History	90 days
Related Items	60 days
Sales Posting	120 days
Shelf Adjustment Lists	1 days

Note: Any data or data files exceeding these data age thresholds are marked as Delete and are promptly removed or rendered inaccessible from the system.

Pilot: If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Store Operations Cloud Service

Part #: B90252 – Per 1K Average Active Users

Users of the Oracle Retail Store Operations Cloud Service are authorized to use and access the full feature set encompassed within the downloadable application from the Apple or Android stores. The full feature set includes:
- All workflow elements
- Configuration & personalization
- Accessibility options
- Integration with Oracle Retail Enterprise Inventory Cloud Service

Additional Information

- Oracle Retail Store Operations Cloud Service requires Oracle Retail Enterprise Inventory Cloud Service.

Usage Limits

The Oracle Retail Store Operations Cloud Service is subject to usage limits based on:

- A maximum number of 1k Average Application Users as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Retention

Data used, processed, and adjusted from this Cloud Service is subject to data retention policies identified in the specifications of the Oracle Retail Enterprise Inventory Cloud Service. No additional data will be held within this Cloud Service.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Offer Optimization Cloud Service

Part #: B95652 – Per 10M Annual Sales Units

Users of the Oracle Retail Offer Optimization Cloud Service are authorized to access Oracle Retail Offer Optimization Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Offer Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).

Additional storage and user maximums are not provided with this Cloud Service. This Cloud Services uses the Environments, storage and user maximums provided under the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment and Space Optimization Cloud Service Advanced Edition

Part #: B95653 – Per 10M Annual Sales Units

Users of the Oracle Retail Assortment and Space Optimization Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - Additional Non-Production Environments may be purchased, subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Assortment and Space Optimization Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 300	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment and Space Optimization Cloud Service Advanced Edition

Part #: B95645 – Each

The Additional Non-Production Environment for Oracle Retail Assortment and Space Optimization Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL MERCHANDISING

Oracle Retail Merchandising Foundation Cloud Service

Part #: B87630 – Per 50K Active SKU-Locations

Users of the Oracle Retail Merchandising Foundation Cloud Service are authorized to access all Oracle Retail Merchandising Foundation Cloud Service modules and capabilities including:

- Foundation Data (Items, Locations, Suppliers, HTS)
- Purchase Orders (domestic and foreign)
- Cost and Deals Management

- Estimated Landing Cost (ELC)
- Sales Audit
- Stock Ledger
- Inventory (transfers, receipts, adjustments, stock counts)
- Replenishment

Usage Limits

The Oracle Retail Merchandising Foundation Cloud Service is subject to usage limits based on:

- A maximum number of 50k Active SKU Location as specified in Your order, up to a maximum quantity of 5,000 50k Active SKU Locations.
- Oracle will provision three environments of this Oracle Cloud Service for Your use: one (1) Production Environment and (one) (1) Non-Production – Stage and one (1) Non-Production-Test
  - The Non-Production Environments may be refreshed no more than once per quarter at Your request.
  - Additional Non-Production Environments may be purchased, subject to additional fees.
- The following maximums apply to each of the environments based on the maximum number of 50K Active SKU-Location bands purchased:

50K Active SKU-Locations	Maximum Allowed Database Storage	Maximum Allowed File Storage	Maximum Concurrent Users*
75-200	1.5 TB	200 GB	100
201-300	1.5 TB	200 GB	100
301-400	5 TB	200 GB	250
401-500	5 TB	200 GB	250
501-600	5 TB	200 GB	250
601-800	5 TB	200 GB	250
801-1000	8 TB	200 GB	500
1001-2000	8 TB	200 GB	500
2001-3000	8 TB	200 GB	500
3001-4000	8 TB	200 GB	500
4001-5000	8 TB	200 GB	500

* Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data, owned by the customer, which is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Invoice Matching Cloud Service

Part #: B87633 – Per 50K Active SKU-Locations

Users of the Oracle Retail Invoice Matching Cloud Service are authorized to access all Oracle Retail Invoice Matching Cloud Service modules and capabilities including:

- Oracle Retail Invoice Matching

Usage Limits

The Oracle Retail Invoice Matching Cloud Service is subject to usage limits based on:

- A maximum number of 50k Active SKU Location as specified in Your order, up to a maximum quantity of 5,000 50k Active SKU Locations.
- No additional storage is provided with this cloud service. This cloud service uses the environments and storage provided under the Oracle Retail Merchandising Foundation Cloud Service.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Allocation Cloud Service

Part #: B87632 – Per 50K Active SKU-Locations

Users of the Oracle Retail Allocation Cloud Service are authorized to access all Oracle Retail Allocation Cloud Service modules and capabilities including:

- Oracle Retail Allocation

Usage Limits

The Oracle Retail Allocation Cloud Service is subject to usage limits based on:

- A maximum number of 50k Active SKU Location as specified in Your order, up to a maximum quantity of 5,000 50k Active SKU Locations.
- No additional storage is provided with this cloud service. This cloud service uses the environments and storage provided under the Oracle Retail Merchandising Foundation Cloud Service.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Pricing Cloud Service

Part #: B90404 – Per 50K Active SKU-Locations

Users of the Oracle Retail Pricing Cloud Service are authorized to access all Oracle Retail Pricing Cloud Service modules and capabilities including:

- Regular Pricing
- Clearance Pricing
- Promotion Pricing

Usage Limits

The Oracle Retail Pricing Cloud Service is subject to usage limits based on:

- A maximum number of 50k Active SKU Location as specified in Your order, up to a maximum quantity of 5,000 50k Active SKU Locations.
- No additional storage is provided with this cloud service. This cloud service uses the environments and storage provided under the Oracle Retail Merchandising Foundation Cloud Service.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandising Cloud Services

Part #: B88182 – Per Non-Production Environment

The additional Non-Production Environment for Oracle Retail Merchandising Cloud Services provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the additional Non-Production Environment. Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment. The additional Non-Production Environment may be refreshed no more than once per quarter at the customer's request.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the additional Non-production Environment. Disaster Recovery is not available in the additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandising Cloud Services Suite High Performance Edition

Part #: B92364

Users of the Oracle Retail Merchandising Cloud Services Suite High Performance Edition are authorized to access the following modules:

- Oracle Retail Merchandising Foundation Cloud Service
- Oracle Retail Invoice Matching Cloud Service
- Oracle Retail Allocation Cloud Service
- Oracle Retail Pricing Cloud Service

Usage Limits

The Oracle Merchandising Cloud Services Suite High Performance Edition is subject to usage limits based on:

- Maximum of 64 Virtual Central Processing Units (VCPU)
- Maximum Database Storage of 15 TB
- Maximum Concurrent Users of 750 users
- Maximum Allowed File Storage of 200 GB
- Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.
- Oracle will provision three environments of this Oracle Cloud Service for Your use: one (1) Production Environment and (one) (1) Non-Production – Stage and one (1) Non-Production-Test.
    - The Non-Production Environments may be refreshed no more than once per quarter, at Your request.
    - Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandising Cloud Services Suite Extreme Performance Edition

Part #: B92365

Users of the Oracle Retail Merchandising Cloud Services Suite Extreme Performance Edition are authorized to access the following modules:

- Oracle Retail Merchandising Foundation Cloud Service

- Oracle Retail Invoice Matching Cloud Service
- Oracle Retail Allocation Cloud Service
- Oracle Retail Pricing Cloud Service

Usage Limits

The Oracle Merchandising Cloud Services Suite Extreme Performance Edition is subject to usage limits based on:

- Maximum of 92 Virtual Central Processing Units (VCPUs)
- Maximum Database Storage of 24 TB
- Maximum Concurrent Users of 1,000 users
- Maximum Allowed File Storage of 200 GB
- Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.
- Oracle will provision three environments of this Oracle Cloud Service for Your use: one (1) Production Environment and (one) (1) Non-Production – Stage and one (1) Non-Production-Test.
  - The Non-Production Environments may be refreshed no more than once per quarter at Your request.
  - Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance

incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes causing security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service. The RTO, RPO and Target Service Availability Level do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandising Cloud Services Suite High Performance Edition

Part #: B92366

The additional Non-Production Environment for Oracle Retail Oracle Retail Merchandising Cloud Services Suite High Performance Edition provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for Non-production activities. Certain programs and optional services may not be able to run in the additional Non-Production Environment. Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment. The additional Non-Production Environment may be refreshed no more than once per quarter at the customer's request.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the additional Non-production Environment. Disaster Recovery is not available in the additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the additional Non-Production Environment. Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL INTEGRATION

Oracle Retail Integration Cloud Service

Part #: B87631

Users of the Oracle Retail Integration Cloud Service are authorized to access all Oracle Retail Integration Cloud Service modules and capabilities including:

- Oracle Retail Integration Bus (RIB)
- Oracle Retail Service Bus (RSB)
- Oracle Retail Bulk Data Integrator (BDI)
- Retail Financial Integration (RFI)
- Omni-Channel Data Stage (OCDS)

Usage Limits

The Oracle Retail Integration Cloud Service is subject to usage limits based on:

- Maximum integration data 50 GB per day and 200 GB per month
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - The Non-Production Environment may be refreshed no more than once per quarter, at Your request.
  - Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Retention

Data used, processed, and adjusted from this Cloud Service is transitory in nature and will not be stored longer than Your Oracle Retail business requirements. No additional data will be held within this Cloud Service.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Oracle Retail Integration Cloud Service

Part #: B90765 – Per Non-Production Environment

The additional Non-Production Environment for Oracle Retail Integration Cloud Services provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not run in the additional Non-Production Environment. Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment. The additional Non-Production Environment may be refreshed no more than once per quarter at the customer's request.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the additional Non-production Environment. Disaster Recovery is not available in the additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the additional Non-Production Environment. Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Integration Cloud Service High Performance Edition

Part #: B92370

Users of the Oracle Retail Integration Cloud Service High Performance Edition are authorized to access all Oracle Retail Integration Cloud Service modules and capabilities including:

- Oracle Retail Integration Bus (RIB)
- Oracle Retail Service Bus (RSB)
- Oracle Retail Bulk Data Integrator (BDI)
- Retail Financial Integration (RFI)
- Omni-Channel Data Stage (OCDS)

Usage Limits

The Oracle Retail Integration Cloud Service High Performance Edition is subject to usage limits based on:

- Maximum integration data 50 GB per day and 200 GB per month

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - The Non-Production Environment may be refreshed no more than once per quarter at Your request.
  - Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Retention

Data used, processed, and adjusted from this Cloud Service is transitory in nature and will not be stored longer than Your Oracle Retail business requirements. No additional data will be held within this Cloud Service.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Oracle Retail Integration Cloud Service High Performance Edition

Part #: B92371

The additional Non-Production Environment for Oracle Retail Integration Cloud Service High Performance Edition provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not run in the additional Non-Production Environment. Each additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the additional Non-Production Environment is the same as the schedule for Your Production Environment. The additional Non-Production Environment may be refreshed no more than once per quarter at the customer's request.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the additional Non-production Environment. Disaster Recovery is not available in the additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the additional Non-Production Environment. Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL DATA STORAGE

Oracle Retail Data Storage Cloud Service

(Formerly known as Oracle Retail Operational Data Storage Cloud Service)

Part #: B94921 – Per TB of Storage Capacity

The Oracle Retail Data Storage Cloud Service provides additional TB of data in the Oracle Retail Data Store. The data can be sourced, using Oracle Golden Gate, from any one of the schemas underlying the following Oracle Retail Cloud Services:

- Oracle Retail Merchandising Foundation Cloud Service
- Oracle Retail Merchandising Cloud Services Suite High Performance Edition
- Oracle Retail Merchandising Cloud Services Suite Extreme Performance Edition
- Oracle Retail Customer Engagement Foundation Cloud Service
- Oracle Retail Xstore Office Cloud Service
- Oracle Retail Order Broker Cloud Service
- Oracle Retail Order Management System Cloud Service
- Oracle Retail Brand Compliance Cloud Service
- Oracle Retail Supplier Evaluation Cloud Service
- Oracle Retail Enterprise Inventory Cloud Service

Usage Limits

The Oracle Retail Data Storage Cloud Service is subject to usage limits based on:

- A maximum quantity of TB of Storage Capacity as stated in Your order. The initial maximum quantity is determined by Oracle based on input provided by You. If You require an additional quantity, then You must promptly purchase and pay fees for it.
- If You attempt to exceed the maximum quantity of TB of Storage Capacity stated in Your order, Service performance may be negatively impacted, and Oracle is not responsible for any resulting performance issues, including a missed Target Service Availability Level.
- To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Retail Operational Data Compute Cloud Service, as determined by Oracle based on Your usage.

Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.

- Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Data Compute Cloud Service

(Formerly Oracle Retail Operational Data Compute Capacity)

Part #: B94922 – Per Core of Data Storage Compute Capacity

The Oracle Retail Data Compute Cloud Service provides additional Cores of Data Store Compute Capacity to load and maintain data in the Oracle Retail Data Store. You may access the data using Oracle Analytics Server and/or Oracle Application Express, along with any tools included with Oracle Autonomous Data Warehouse.

Usage Limits

The Oracle Retail Data Compute Cloud Service is subject to usage limits based on:

- A maximum quantity of Cores of Data Storage Compute Capacity as specified in Your order. The initial maximum quantity is determined by Oracle based on input provided by You. If You require an additional quantity, then You must promptly purchase and pay fees for it.

- If You attempt to exceed the maximum quantity of Cores of Data Storage Compute Capacity stated in Your order, Service performance may be negatively impacted, and Oracle is not responsible for any resulting performance issues, including a missed Target Service Availability Level.

- To use this Oracle Cloud Service, You must also purchase sufficient quantities of Oracle Retail Data Storage Cloud Service, as determined by Oracle based on Your usage.

Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
- Additional Non-Production Environments may be purchased, subject to additional fees.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Data Compute Private Endpoint Cloud Service

Part #: B98186

This service enables direct and secure database connectivity for the Oracle Retail Data Compute Cloud Service.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Private Endpoint. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Data Storage Cloud Service

Part #: B94923

The Additional Non-Production Environment for Oracle Retail Data Storage Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at You request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Data Compute Cloud Service

Part #: B94924

The Additional Non-Production Environment for Oracle Retail Data Compute Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to you and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment. Disaster Recovery is not available in the Additional Non-Production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production Environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL CUSTOMER ENGAGEMENT

Oracle Retail Customer Engagement Foundation Cloud Service

Part #: B96466 – Per Instance

Users of the Oracle Retail Customer Engagement Foundation Cloud Service are authorized to access the application programming interfaces (APIs) defined in the Program Documentation to load and maintain data in the Cloud Service such as merchandise, location, user, and transaction data.

Usage Limits

The Oracle Retail Customer Engagement Foundation Cloud Service is subject to the following usage limits:

- A maximum number of Instances as specified in Your order.

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.

  - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.

  - Additional Non-Production Environments may be purchased, subject to additional fees.

- To access and use other Oracle Retail Customer Engagement Cloud Service, You must also order such Cloud Services.

- This Oracle Cloud Service has the following storage limits for the Production Environment:

Database Storage	Maximum File Storage
6000 GB	500 GB

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Data Retention

The standard data retention allowance for this Oracle Cloud Service during the Services Period is as follows:

- 3 years of Transaction Data

- Data files for import/export will be stored for 7 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 LEVEL
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Customer and Segment Management Cloud Service

Part #: B96468 - Per 10,000 Transactions

Users of the Oracle Retail Customer and Segment Management Cloud Service are authorized to access the following modules and features:

- Customer Management Module
- Segment/Strata Module
- Gift Registry
- Clienteling
- Analytics

Usage Limits

The Oracle Retail Customer and Segment Management Cloud Service is subject to the following usage limits:

- A maximum number of blocks of 10,000 Transactions as specified in Your order
    - o The blocks of 10,000 Transactions must be used within the Services Period; any Transactions that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - o Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service during the Services Period is as follows:

- Data for Your customers that have transacted with You within the prior three (3) year period

- Data files for import/export will be stored for 7 calendar days.

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 LEVEL
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Promotion Engine Cloud Service

Part #: B96467 – Per 10,000 Transactions

Users of the Oracle Retail Promotion Engine Cloud Service are authorized to access the following modules and features:

- Promotion Engine

Usage Limits

The Oracle Retail Promotion Engine Cloud Service is subject to the following usage limits:

- A maximum number of blocks of 10,000 Transactions as specified in Your order
    - o The blocks of 10,000 Transactions must be used within the Services Period; any Transactions that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - o Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service during the Services Period is as follows:

- • 3 years of Promotion Definition data
- • Data files for import/export will be stored for 7 calendar days.

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 LEVEL
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Campaign and Deal Management Cloud Service

Part #: B81276 – Per 10,000 Transactions

Users of the Oracle Retail Campaign and Deal Management Cloud Service are authorized to access the following modules and features:
- • Oracle Retail Campaign and Deal Management
- • Analytics

Usage Limits

The Oracle Retail Campaign and Deal Management Cloud Service is subject to the following usage limits:

- • A maximum number of Transactions as specified in Your order
- • Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
  - o Additional Non-Production Environments may be purchased, subject to additional fees.

The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Promotion Definition and Response data
- Data files for import/export will be stored for 7 calendar days.

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Loyalty and Awards Cloud Service

Part #: B81277 – Per 10,000 Transactions

Users of the Oracle Retail Loyalty and Awards Cloud Service are authorized to access the following modules and features:
- Oracle Retail Loyalty and Awards
- Analytics

Usage Limits

The Oracle Retail Loyalty and Awards Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order.

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.

    o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.

    o Additional Non-Production Environments may be purchased, subject to additional fees.

- The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Data Retention

The standard data retention allowance is as follows:

- 3 years of Loyalty Account and Activity data
- Data files for import/export will be stored for 7 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Gift Cards Cloud Service

Part #: B81278 – Per 10,000 Transactions

Users of the Oracle Retail Gift Cards Cloud Service are authorized to access the following modules and features:
- Oracle Retail Gift Cards
- Analytics

Usage Limits

The Oracle Retail Gift Cards Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
  - o Additional Non-Production Environments may be purchased, subject to additional fees.

The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Data Retention

The standard data retention allowance for this Cloud Service is as follows:

- 3 years of Tender Account (a.k.a. Gift Card) and Activity data
- Data files for import/export will be stored for 7 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Oracle Retail Customer Engagement Cloud Service

Part #: B90768 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Customer Engagement Cloud Service provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect

service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Non-Production Environment:

Maximum* Allowed Database Storage **	Maximum* Allowed File Storage
800 GB	500 GB

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL XSTORE CLOUD SERVICE

Oracle Retail Xstore Office Cloud Service

Part #: B90771 – Per Number of Retail Registers

Users of the Oracle Xstore Office Cloud Service are authorized to access the following modules and features:

- Oracle Retail Xstore Office Cloud Service

Usage Limits

The Oracle Retail Xstore Office Cloud Service is a single-tenant service offering. The Oracle Retail Xstore Office Cloud Service is subject to the following usage limits:

- A maximum number of retail registers as defined in the Purchase Order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - o Additional Non-Production Environments may be purchased, subject to additional fees.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any non-production other needs. This environment is not included in the Backup/Disaster Recovery plan.
- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Retail Registers	Maximum* Allowed Database Storage**	Maximum* Allowed File Storage	Maximum* Peak-Day Number of Transactions
100 – 1,000 SML/MED	2 TB	400 GB	95,000
1,001 – 4,000 LRG	6 TB	600 GB	400,000
4,001 – 50,000 XLG	10 TB	800 GB	1,350,000

*Customers cannot exceed the Maximum Allowed Database, File Storage Limits or Transaction Limits. Exceeding these quantities may adversely affect service functionality and performance, and Oracle is not responsible for resulting performance issues including missed service levels.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD HIPAA DATA. YOU MUST NOT USE THIS CLOUD SERVICE TO STORE OR PROCESS ANY INFORMATION COVERED UNDER HIPAA THAT IMPOSES SPECIFIC DATA PRIVACY AND/OR SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

THE ORACLE RETAIL XSTORE OFFICE CLOUD SERVICE IS OUT OF SCOPE FOR PA-DSS AND PCI. THIS CLOUD SERVICE SHOULD NOT BE USED TO STORE, PROCESS OR TRANSMIT CARDHOLDER DATA. YOU MUST DEPLOY A SUPPORTED[11] VERSION OF ORACLE RETAIL XSTORE POINT OF SERVICE WITH THIS CLOUD SERVICE IN A MANNER CONSISTENT WITH THAT SUPPORTED VERSION'S INSTALLATION, SECURITY AND IMPLEMENTATION GUIDES.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Xstore Office Cloud Service

Part #: B90772 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Xstore Office Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Additional Non-Production Environment:

Maximum* Allowed Database Storage **	Maximum* Allowed File Storage
2 TB	400 GB

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

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[1] Information about the Supported Version of Oracle Retail Xstore Point of Service for this Cloud Service as well as Release Notes, User and Implementation Guides, Data Migration and associated documentation for the Oracle Retail Xstore Cloud Service and the Oracle Retail Xstore Point of Service can be found in the Program Documentation on docs.oracle.com→Industries→ Oracle Utilities Documentation"

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL OPEN COMMERCE PLATFORM

Oracle Retail Open Commerce Platform Cloud Service

Part #: B81282 – Per 100,000 Page Views

Users of the Oracle Retail Open Commerce Platform Cloud Service are authorized to access the following modules and features:
- Responsive Starter Store
- Site Manager Admin Tool
- Mobile App

Usage Limits

The Oracle Retail Open Commerce Platform Cloud Service is subject to the following usage limits:

- a maximum number of Page Views as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - Additional Non-Production Environments may be purchased, subject to additional fees.

The blocks of 100,000 Page Views must be used within the service period; any Page Views that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Page Views ordered unless You purchase additional block(s) of 100,000 Page Views from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Customer data including but not limited to member accounts, stored credit cards, and email sent events
- 1 month of Other Customer data including but not limited to events, sessions, baskets, catalog requests, and email sign ups
- 2 years of Content data including but not limited to editorial, catalog, and electronic gift certificates
- Data Files will be stored for 1 calendar month
- Application Log Files will be stored for 3 calendar months
- Security Log Files will be stored for 1 calendar year

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Retail Order Management Foundation Cloud Service

Part #: B97424 – Per Instance

Users of the Oracle Retail Order Management Foundation Cloud Service are authorized to access the application programming interfaces (APIs) defined in the Operations Guide to load and maintain data in the Cloud Service such as locations, SKUs, pricing, and inventory data.

Usage Limits

The Oracle Retail Order Management Foundation Cloud Service is subject to the following usage limits:

- A maximum number of Instances as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - Additional Non-Production Environments may be purchased, subject to additional fees.
- To access and use Oracle Retail Order Orchestration Cloud Service or Oracle Retail Order Administration Cloud Service, You must also order such Cloud Services.
- This Oracle Cloud Service has the following storage limits for the Production Environment:

Database Storage	Maximum File Storage
2 TB	100 GB

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Data Retention

The standard data retention allowance for this Oracle Cloud Service during the Services Period is as follows:

- 3 years of order records
- Data files for import/export will be stored for 30 calendar days

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 LEVEL
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Non-Production Environment for Oracle Retail Order Management Foundation Cloud Service for Qualified OPN Members Only

Part #: B99713 - Each

The Additional Non-Production Environment for Oracle Retail Order Management Foundation Cloud Service provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Order Orchestration Cloud Service

Part #: B97425 - Per 10,000 Orders

Users of the Oracle Order Orchestration Cloud Service are authorized to access the following modules and features:

- Oracle Retail Order Orchestration Foundation
- Oracle Retail Supplier Direct Fulfillment
- Oracle Retail Store Connect

Usage Limits

The Oracle Retail Order Orchestration Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - Additional Non-Production Environments may be purchased, subject to additional fees.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other

needs. This environment is not included in the Backup/Disaster Recovery plan.

- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
45 - 60	450 GB	100 GB	100
61 - 720	600 GB	100 GB	100
721 – 5400	900 GB	100 GB	100

*Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records

- 3 years of Purchase Order records

- 6 months of Inventory records (items that have an on-hand quantity of zero and have not had an update in 6 months)

- Data files including but not limited to reports, pack slips, export files, shipping labels, and email logs will be stored for 30 calendar days

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Order Administration Cloud Service

Part #: B97426 – Per 10,000 Orders

Users of the Oracle Retail Order Administration Cloud Service are authorized to access the following modules and features:

- Oracle Retail Order Entry
- Oracle Retail Web and Omni Channel Ordering
- Oracle Retail Contact Center
- Oracle Retail Fulfillment
- Oracle Retail Merchandising and Marketing
- Oracle Retail System Operations

Usage Limits

The Oracle Retail Order Administration Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - Additional Non-Production Environments may be purchased, subject to additional fees.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.
- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

*

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
75 – 120	1 TB	100 GB	80
121 – 751	2 TB	100 GB	120

Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records

- 3 years of Inventory records including but not limited to Purchase Orders and Inventory Transaction History

- 1 year of Payment records including but not limited to refunds and Accounts Payable/Accounts Receivable history
- Security Log Files will be stored for 1 calendar year

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Retail EFTConnect Cloud Service

Part #**:** B97427 – Per 10,000 Orders

Users of the Oracle Retail EFTConnect Cloud Service are authorized to access any delivered payment modules.

Usage Limits

The Oracle Retail EFTConnect Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
  - o Additional Non-Production Environments may be purchased, subject to additional fees.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.

- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage
75 – 120	1 TB	100 GB
121 – 751	2 TB	100 GB

*
Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 1 year of Payment records including but not limited to refunds
- Security Log Files will be stored for 1 calendar year

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support

(http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Additional Non-Production Environment for Oracle Retail Order Management Suite Cloud Service

Part #: B97428 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Order Management Suite Cloud Service provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Non-Production Environment:

Maximum* Allowed Database Storage **	Maximum* Allowed File Storage
450 GB	100 GB

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Fiscal Management Cloud Service

Part #: B97422 – Per 50K Active SKU-Locations

Users of the Oracle Retail Fiscal Management Cloud Service are authorized to access all Oracle Retail Fiscal Management Cloud Service modules and capabilities including:

- Fiscal Data Management
- Fiscal Document Receipt
- Fiscal Document Generation

Usage Limits

The Oracle Retail Fiscal Management Cloud Service is subject to usage limits based on:

- A maximum number of 50k Active SKU Location as specified in Your order, up to a maximum quantity of 5,000 50k Active SKU Locations.
- No additional storage is provided with this cloud service. This cloud service uses the environments and storage provided under the Oracle Retail Merchandising Foundation Cloud Service.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than eighteen (18) months of data. Any data or data files exceeding this data age threshold may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Data Viewer

The Data Viewer is restricted to a subset of retail business data owned by the customer that is housed in the Oracle Retail Merchandising Foundation Cloud Service, Oracle Retail Pricing Cloud Service, Oracle Retail Invoice Matching Cloud Service, Oracle Retail Fiscal Management Cloud Service and Oracle Retail Allocation Cloud Service. By opting to use the Data Viewer, You acknowledge and agree that You are solely responsible for any data disclosure or security and performance incidents with the Oracle Cloud Service caused by such use. No personal or restricted data is available via the Data Viewer. You agree and consent to Oracle's temporary suspension of the Data Viewer if Oracle determines that any such access or use causes security and performance incidents with the rest of the modules of the associated Merchandising Foundation Cloud Service.

The RTO, RPO and Target Service Availability Levels do not apply to the Data Viewer.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL BRAND COMPLIANCE

Oracle Retail Brand Compliance Management Cloud Service

Part #: B95694 – Per Active Records

Users of the Oracle Retail Brand Compliance Management Cloud Service are authorized to access the following modules and features:

- BC Project
- BC Supplier
- BC Product
- BC Library
- BC Reports

Usage Limits

The Oracle Retail Brand Compliance Management Cloud Service is subject to the following usage limits:

- a maximum number of Active Records as specified in Your order.

- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.

  o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.

  o Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 10 years

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Brand Compliance Cloud Service

Part #: B90770 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Brand Compliance Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

The RTO, RPO and Target Service Availability Level set forth in the Oracle Cloud Policies and Pillar Documentation referenced below or Your order are not applicable to the Additional Non-Production Environment(s). In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the additional Non-Production Environment. Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE MAPS CLOUD SERVICE

Oracle Maps Cloud Service for Retail

Part #: B85807 – Per Hosted Month

Users of the Oracle Maps Cloud Service for Retail are authorized to access the following modules and features:
- Geocoding

To use this Oracle Maps Cloud Service for Retail, You are required to first purchase and maintain the Oracle Retail Order Broker Cloud Service. If the Oracle Retail Order Broker Cloud Service lapses or otherwise ends, the Oracle Maps Cloud Service for Retail will also automatically end.

Usage Limits

The Oracle Maps Cloud Service must be used solely within the Oracle Retail Cloud Service as integrated with that service. Any access to the Oracle Maps Cloud Service other than through the Oracle Retail Cloud Service or any use of Oracle Maps Cloud Service other than with the Oracle Retail Cloud Service is strictly prohibited.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Time Objective and Target Service Availability Level for the Production Environment:

Recovery Time Objective (RTO)	Target Service Availability Level
12 hours	99.5%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Cloud VPN Cloud Service

Part #: B81289 – Per VPN Connection

Under this Cloud Service, Oracle provides private connectivity between Oracle Retail Cloud Services and your Oracle Cloud Infrastructure (OCI) tenancy. Private connectivity bypasses the public internet and provides a dedicated, direct and secure connection between your Oracle Retail Cloud Service and OCI. This creates exclusive access to your Oracle Retail Cloud Service via private connectivity. You connect your on-premises network to the private connection.

Usage Limits

The Oracle Retail Cloud VPN Cloud Service is subject to usage limits based upon:

- a maximum number of VPN Connections as specified in Your order

Target Service Availability

The following Target Service Availability applies to this Oracle Cloud Service:

Target Service Availability Level
99.5%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Payment Gateway Base Cloud Service

Part # B83699 – Per Retail Store

Users of the Oracle Payment Gateway Base Cloud Service are authorized to access the following modules:

- Oracle Payment Gateway Cloud Service
- Oracle Payment Gateway Web Report Service

Usage Limits

The Oracle Payment Gateway Base Cloud Service is subject to usage limits based on:

- a maximum number of Retail Stores as specified in Your order.
- The following usage limits apply to this Oracle Cloud Service:

Licensed Metric	Database Storage (MB)	File Storage (MB)
Retail Stores	NA	NA

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Supplier Evaluation Cloud Service

Part #: B95692 – Per Active Records

Users of the Oracle Retail Supplier Evaluation Cloud Service are authorized to access the following modules and features:
- SE Process
- SE Supplier
- SE Library
- SE Reports

Usage Limits

The Oracle Retail Supplier Evaluation Cloud Service is subject to the following usage limits:

- A maximum number of Active Records as specified in Your order.
- Oracle will provision three environments of this Oracle Cloud Service for Your use: one (1) Production Environment and (one) (1) Non-Production – Stage and one (1) Non-Production-Test
    - The Non-Production Environment may be refreshed, at Your request, no more than once per quarter
    - Additional Non-Production Environments may be purchased, subject to additional fees.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 10 years

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Supplier Evaluation Cloud Service

Part #: B95693

The Additional Non-Production Environment for Oracle Retail Supplier Evaluation Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

The RTO, RPO and Target Service Availability Level set forth in the Oracle Cloud Policies and Pillar Documentation referenced below or Your order are not applicable to the Additional Non-Production Environment(s). In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the additional Non-Production Environment. Exceeding these quantities may adversely affect service performance. Oracle is not responsible for any resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

RETRICTED SKUS

ORACLE RETAIL XBRI – RESTRICTED SKUS

Oracle Retail XBRi Loss Prevention Cloud Service

Restricted Part #: B87370 - Per 1 Million Transactions

Users of the Oracle Retail XBRi Loss Prevention Cloud Service are authorized to access the following modules and features:

- Oracle Retail XBRi Loss Prevention
- Oracle Retail XBRi Mobile

Usage Limits

The Oracle Retail XBRi Loss Prevention Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.
- Additional Non-Production environments may be purchased subject to additional fees.
- The following maximums apply to the production environment based on the maximum number of device bands purchased:

Pooled Transactions	Maximum* Allowed Database Storage**	Maximum* Allowed File Storage	Maximum Concurrent Users
0 – 25,000,000	100 GB	150 GB	50
25,000,001 – 150,000,000	450 GB	200 GB	50
150,000,001 – 1,500,000,000	4.9 TB	900 GB	50
1,500,000,001 – 3,000,000,000	9.9 TB	1.4 TB	50
3,000,000,001 – 6,000,000,000	19.9 TB	2.9 TB	50
6,000,000,001 – 15,000,000,000	49.9 TB	7.4 TB	50

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 1 Million Transactions must be used within the specified Services Period; any Transactions that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 1 Million Transactions from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 6 months of transactional level data

- 2 years of summary statistical data

- Data error and Log files will be stored for 28 calendar days

- Data files will be stored for 7 days

Any data or data files exceeding these data thresholds may be marked "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
NA	4 hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail XBRi Sales and Productivity Cloud Service

Restricted Part #: B87371 – Per 1 Million Transactions

Users of the Oracle Retail XBRi Sales and Productivity Cloud Service are authorized to access the following modules and features:
- Oracle Retail XBRi Sales and Productivity
- Oracle Retail XBRi Sales and Productivity Mobile

Usage Limits

The Oracle Retail XBRi Sales and Productivity Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order

- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

The blocks of 1 Million Transactions must be used within the specified Services Period; any Transactions that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 1 Million Transactions from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 6 months of transactional level data
- 3 years of summary statistical data
- Data files will be stored 7 days
- Data error Log files will be stored for 28 days
- Any data or data files exceeding these data thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
NA	4 hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail XBRi Enhanced Disaster Recovery Cloud Service

Restricted Part #: B87372 – Per 1 Million Transactions Ordered

The Oracle Retail XBRi Enhanced Disaster Recovery Cloud Service adds a 24-hr RTO, and reduces the RPO to 2-hrs for the following Oracle Cloud Service:

- Oracle Retail XBRi Loss Prevention Cloud Service
- Oracle Retail XBRi Sales and Productivity Cloud Service

The service levels must be the same for both services.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail XBRi Additional Storage Cloud Service

Restricted Part #: B87373 – Per 1 Million Transactions Ordered

The Oracle Retail XBRi Additional Storage Cloud Service extends the standard data retention period by an additional 6 months for the following Oracle Cloud Service:

- Oracle Retail XBRi Loss Prevention Cloud Service
- Oracle Retail XBRi Sales and Productivity Cloud Service

The data retention period must be the same for both services.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail XBRi Loss Prevention Cloud Service

Restricted Part #: B90769 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail XBR^i Loss Prevention Cloud Service provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Non-Production and Pre-Production Environments:

Pooled Transactions	Maximum* Allowed Database Storage**	Maximum* Allowed File Storage	Maximum Concurrent Users
0 – 25,000,000	50 GB	75 GB	30
25,000,001 – 150,000,000	100 GB	150GB	30
150,000,001 – 1,500,000,000	1 TB	0.9 TB	30

1,500,000,001 – 3,000,000,000		2.4 TB	1.4 TB	30
3,000,000,001 – 6,000,000,000		2.9 TB	2.6 TB	30
6,000,000,001 – 15,000,000,000		6.9 TB	6.0 TB	30

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL INSIGHTS CLOUD SERVICES – RETIRED SKUS

Oracle Retail Merchandising Insights Cloud Service

Retired Part #: B87643 – Per 100M Sales Units

Users of the Oracle Retail Merchandising Insights Cloud Service are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Merchandising Insights Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1). Note that if inventory transactions are not processed in this service, the Sales Unit capacities are increased by a factor of 1.5.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 3 years.
  - o Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Merchandising Insights Cloud Service based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
1	450 GB	100 GB	50
2	900 GB	100 GB	75
3-4	2 TB	100 GB	100
5-7	4 TB	100 GB	125
8-11	6 TB	100 GB	150
12-14	8 TB	100 GB	175
15-18	9.8 TB	100 GB	200

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Customer Insights Cloud Service

Retired Part #: B87644 – Per 100M Sales Units

Users of the Oracle Retail Customer Insights Cloud Service are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Customer Insights Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1). Note that if inventory transactions are not processed in this service, the Sales Unit capacities are increased by a factor of 1.5.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 3 years.
  - o Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Customer Insights Cloud Service based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
1	450 GB	100 GB	50
2	900 GB	100 GB	75
3-4	2 TB	100 GB	100
5-7	4 TB	100 GB	125
8-11	6 TB	100 GB	150
12-14	8 TB	100 GB	175
15-18	9.8 TB	100 GB	200

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Insights Cloud Service Suite

Retired Part #: B87645 – Per 100M Sales Units

Users of the Oracle Retail Insights Cloud Service Suite are authorized to access the following modules:

- Oracle Retail Merchandising Insights Cloud Service
- Oracle Retail Customer Insights Cloud Service
- Oracle Retail Science Platform Cloud Service

Usage Limits

The Oracle Retail Insights Cloud Service Suite is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1). Note that if inventory transactions are not processed in this service, the Sales Unit capacities are increased by a factor of 1.5.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 3 years.
  - Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The maximums defined in the table below apply to each of the environments of the Oracle Retail Insights Cloud Service Suite based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2	900 GB	100 GB	100
3-4	2 TB	100 GB	125
5-7	4 TB	100 GB	150
8-10	6 TB	100 GB	175
11-13	8 TB	100 GB	200
14-16	9.8 TB	100 GB	225

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies

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

Oracle Retail Insights Cloud Service Suite High Performance Edition

Retired Part #: B92367

Users of the Oracle Retail Insights Cloud Service Suite High Performance Edition are authorized to access the following modules:

- Oracle Retail Merchandising Insights Cloud Service
- Oracle Retail Customer Insights Cloud Service
- Oracle Retail Science Platform Cloud Service

Usage Limits

The Oracle Retail Insights Cloud Service Suite High Performance Edition is subject to usage limits based on:

- A maximum number of 62 * 100M Sales Units residing on the Cloud.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 3 years.
  - o Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The maximums defined in the table below apply to each of the environments of the Oracle Retail Insights Cloud Service Suite based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
62	41 TB	100 GB	500	300

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Insights Cloud Service Suite Extreme Performance Edition

Retired Part #: B92368

Users of the Oracle Retail Insights Cloud Service Suite Extreme Performance Edition are authorized to access the following modules:

- Oracle Retail Merchandising Insights Cloud Service
- Oracle Retail Customer Insights Cloud Service
- Oracle Retail Science Platform Cloud Service

Usage Limits

The Oracle Retail Insights Cloud Service Suite Extreme Performance Edition is subject to usage limits based on:

- A maximum number of 80 * 100M Sales Units residing on the Cloud.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 3 years.
  - o Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The maximums defined in the table below apply to each of the environments of the Oracle Retail Insights Cloud Service Suite based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
80	53 TB	100 GB	500	335

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Insights Cloud Services

Retired Part #: B87646 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Insights Cloud Services provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Insights Cloud Service Suite High Performance Edition

Retired Part #: B92369

The Additional Non-Production Environment for Oracle Retail Insights Cloud Service Suite High Performance Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL INSIGHTS CLOUD SERVICE – RETIRED SKUS

Oracle Retail Merchandising Insights Cloud Service

Retired Part #: B82808 – Per 1M Average Sales Transactions per Month

Users of the Oracle Retail Merchandising Insights Cloud Service are authorized to access the following modules and functionality:

- Insights, both via packaged reports/dashboards and self-service/ad-hoc, and descriptive and prescriptive, aimed at informing decisions primarily related to Merchandising

- Subject areas span
    - Sales
    - Inventory
    - Stock ledger
    - Supplier
    - Cost, profit, pricing
    - Promotions, Markdowns
    - Wholesale, franchise

- Includes role-based workflows for the Merchant and the On-line Merchant for Commerce Anywhere

When Oracle Retail Customer Insights is also subscribed to, it includes cross-domain content that incorporates customer insights and insights for a retailer's weekly business review.

Usage Limits

The Oracle Retail Merchandising Insights Cloud Service is subject to usage limits based on:

- a maximum number of Average Sales Transactions per Month (in increments of 1M), as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- The monthly transaction volume on any given month cannot exceed 150% of the purchased 1M Average Sales Transactions per Month (assuming on any given day an increase of < 200% of the daily average.)
- The following usage limits apply per volume bands of 1M Average Sales Transactions per Month as stated in Your order. If Your database storage needs exceed the Maximum Allowed Database Storage, You must purchase Minimum Contract Metric for the relevant volume band that meets Your storage needs:

Minimum Contract Metric per volume band /(1M Average Sales Transactions per Month)	Usage Limit per volume band (Average number of sales transactions per month)	Base Offering Database Storage	Maximum Allowed Database Storage	File Storage	Bandwidth
10	0 to 14	2,600GB	3,900 GB	N/A	N/A
15	15-34	7,800GB	7,800 GB	N/A	N/A

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than 2 years.

- o Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
24 hours	97.0%

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.

The RTO, RPO and Target Service Availability Level also do not apply if the monthly transaction volume on any given month exceeds 150% of the purchased 1M Average Sales Transactions per Month. The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Customer Insights Cloud Service

Retired Part #: B82809 – Per 1M Average Sales Transactions per Month

Users of the Oracle Retail Customer Insights Cloud Service are authorized to access the following modules:

- Insights, both via packaged reports/dashboards and self-service/ad-hoc, and descriptive and prescriptive, aimed at informing decisions related to Customer Management

- Subject areas span
   - o Customer, consumer
   - o Market
   - o Sales, promotions, loyalty

- Includes role-based workflows for Marketing

- When Advanced Science Insights and Merchandising Insights Cloud Services are also subscribed to, it includes cross-domain content that incorporates Advanced Science Insights for Commerce Anywhere

Usage Limits

The Oracle Retail Customer Insights Cloud Service is subject to usage limits based on:

- a maximum number of Average Sales Transactions per month (in 1M increments), as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- You may authorize a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the system at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- The monthly transaction volume on any given month cannot exceed 150% of the purchased 1M Average Sales Transactions per Month (assuming on any given day an increase of < 200% of the daily average).
- The following usage limits apply per number of Average Sales Transactions per Month (in 1M increments) as stated in Your order. If Your database storage needs exceed the Maximum Allowed Database Storage, You have to purchase Minimum Contract Metric for the relevant volume band that meets Your storage needs:

Minimum Contract Metric per volume band (1M Average Sales Transactions per Month):	Usage Limit per volume band (1M Average Sales Transactions per Month):	Base Offering Database Storage	Maximum Allowed Database Storage	File Storage	Bandwidth
10	0 to 29	2,600GB	3,900 GB	N/A	N/A
30	30-49	7,800GB	7,800 GB	N/A	N/A

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- No more than 2 years for all data except for transaction level sales data which will be retained for up to 1 year.
- Please note that aggregated sales data will be retained over a 2 year period.

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, this Oracle Cloud Service has the following Recovery Point Objective and Target Service Availability Level for the Production Environment:

Recovery Point Objective (RPO)	Target Service Availability Level
24 hours	97.0%

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.

The RTO, RPO and Target Service Availability Level also do not apply if the monthly transaction volume on any given month exceeds 150% of the purchased 1M Average Sales Transactions per Month. The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Advanced Science Engine Foundation Cloud Service

Retired Part #: B82468 – Per 1M Active SKU-Locations

Users of the Oracle Retail Advanced Science Engine Foundation Cloud Service are authorized to access the following modules:

- Shared infrastructure required for the following Advanced Science Services:
  - o Oracle Retail Customer Decision Tree and Demand Transference Science Cloud Service
  - o Oracle Retail Assortment and Space Optimization Cloud Service
  - o Oracle Retail Advanced Clustering Cloud Service

Usage Limits

The Oracle Retail Advanced Science Engine Foundation Cloud Service is subject to usage limits based on:

- a maximum number of Active SKU-Locations, as specified in Your order (in increments of 1M).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- The following usage limits apply per the number of Active SKU-Locations (in increments of 1M) as stated in Your order:

Minimum Contract Metric per volume band (1M Active SKU-Locations):	Usage Limit per volume band (1M Active SKU-Locations):	Base Offering Database Storage	Maximum Allowed Database Storage	File Storage	Bandwidth
10,000,000	0 - 19,999,999	900 GB	1,300 GB	N/A	N/A
20,000,000	20,000,000 - 59,999,999	2,200 GB	3,300 GB	N/A	N/A
60,000,000	60,000,000- 139,999,999	4,900 GB	6,500 GB	N/A	N/A
140,000,000	140,000,000 - 180,000,000	9,800 GB	9,800 GB	N/A	N/A

If Your Database Storage utilization or requirements exceeds the quantity provided under the Maximum Allowable Database Storage applicable to the usage limit per volume band purchased by You, You must purchase additional Cloud Services to increase Your service to a higher usage limit per volume band.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than 2 years. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
14 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Advanced Clustering Cloud Service

Retired Part #: B82471 – Per Enterprise $M in Revenue

Users of the Oracle Retail Advanced Clustering Cloud Service are authorized to access the following modules:

- Advanced Clustering

Usage Limits

The Oracle Retail Advanced Clustering Cloud Service is subject to usage limits based on:
- a maximum quantity of Enterprise $M in Revenue, as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the service at any one

time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- No storage is provided under this Oracle Retail Advanced Clustering Cloud Service. This Oracle Cloud Service uses the database storage provided under the Oracle Retail Advanced Science Engine Foundation Cloud Service.

To use this Oracle Retail Advanced Clustering Cloud Service, You are required to first purchase and maintain the Oracle Retail Advanced Science Engine Foundation Cloud Service. If the Oracle Retail Advanced Science Engine Foundation Cloud Service lapses or otherwise ends, the Oracle Retail Advanced Clustering will also automatically end.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than 2 years. Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, the Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the Oracle Retail Advanced Science Engine Foundation Cloud Service.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment and Space Optimization Cloud Service

Retired Part #: B82470 – Per Enterprise $M in Revenue

Users of the Cloud Service are authorized to access the following modules:
- Assortment and Space Optimization.

If You have also purchased the Customer Decision Tree and Demand Transference Science Cloud Service, the Oracle Retail Assortment and Space Optimization Cloud Service can utilize the demand transference functionality of that service.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum quantity of Enterprise $M in Revenue, as specified in Your order.

- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

- No storage is provided under this Oracle Retail Assortment and Space Optimization Cloud Service. This Oracle Cloud Service uses the database storage provided under the Oracle Retail Advanced Science Engine Foundation Cloud Service.

To use this Oracle Retail Assortment and Space Optimization Cloud Service, You are required to first purchase and maintain the Oracle Retail Advanced Science Engine Foundation Cloud Service. If the Oracle Retail Advanced Science Engine Foundation Cloud Service lapses or otherwise ends, the Oracle Retail Assortment and Space Optimization Cloud Service will also automatically end.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than 2 years. Any data or data files exceeding this data age threshold may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, the Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the Oracle Retail Advanced Science Engine Foundation Cloud Service.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Customer Decision Tree and Demand Transference Science Cloud Service

Retired Part #: B82469 – Per Enterprise $M in Revenue

Users of the Oracle Retail Customer Decision Tree and Demand Transference Science Cloud Service are authorized to access the following modules:
- Customer Decision Tree
- Demand Transference

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- a maximum quantity of Enterprise $M in Revenue, as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment. No more than one hundred (100) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- No storage is provided under this Oracle Retail Customer Decision Tree and Demand Transference Science Cloud Service. This Oracle Cloud Service uses the database storage provided under the Oracle Retail Advanced Science Engine Foundation Cloud Service.

To use this Retail Customer Decision Tree and Demand Transference Science Cloud Service, You are required to first purchase and maintain the Oracle Retail Advanced Science Engine Foundation Cloud Service. If the Oracle Retail Advanced Science Engine Foundation Cloud Service lapses or otherwise ends, the Retail Customer Decision Tree and Demand Transference Science Cloud Service will also automatically end.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is no more than 2 years. Any data or data files exceeding this data age threshold may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar document, the Recovery Time Objective, Recovery Point Objective and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the Oracle Retail Advanced Science Engine Foundation Cloud Service.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Brand Compliance Management Cloud Service

Retired Part #: B92512 - Per 1,000 Active Records

Users of the Oracle Retail Brand Compliance Management Cloud Service are authorized to access the following modules and features:
- BC Project
- BC Supplier
- BC Product
- BC Library
- BC Reports

Usage Limits

The Oracle Retail Brand Compliance Management Cloud Service is subject to the following usage limits:

- a maximum number of Active Records as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 10 years

Any data or data files exceeding these data age thresholds may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Supplier Engagement for Oracle Retail Brand Compliance Management Cloud Service

Retired Part #: B81287 – Per Division

Users of the Oracle Supplier Engagement for Oracle Retail Brand Compliance Management Cloud Service will have access to the following services:

- Supplier helpdesk support
- Supplier communications
- Supplier self-learning management
- Supplier adoption management

Usage Limits

The Oracle Retail Supplier Engagement for Oracle Retail Brand Compliance Management Cloud Service is subject to the following usage limits:

- a maximum number of Divisions as specified in Your order.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Order Management System Cloud Service

Retired Part #**:** B89495 – Per 10,000 Orders

Users of the Oracle Retail Order Management Cloud Service are authorized to access the following modules and features:
- OROMSCS Order Entry
- OROMSCS Web and Omni Channel Ordering
- OROMSCS Customer Service
- OROMSCS Fulfillment
- OROMSCS Merchandising and Marketing
- OROMSCS System Ops

Usage Limits

The Oracle Retail Order Management Cloud Service is subject to the following usage limits:
- a maximum number of Orders as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.
- Additional Non-Production environments may be purchased subject to additional fees.
- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
75 – 120	1 TB	100 GB	80
121 – 751	2 TB	100 GB	120

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records
- 3 years of Inventory records including but not limited to Purchase Orders and Inventory Transaction History

- 1 year of Payment records including but not limited to refunds and Accounts Payable/Accounts Receivable history
- Security Log Files will be stored for 1 calendar year

Any data or data files exceeding these data age thresholds may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Retail Order Management Address Verification Interface Cloud Service for Experian QAS

Retired Part #: B81285 – Per Customer[2]

Users of the Oracle Retail Order Management Address Verification Interface Cloud Service for Experian QAS will have access to the following services:

- Experian QAS application environment within the Services Environment of the Oracle Retail Order Management System Cloud Service

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[2] Customer is defined as the customer entity specified in Your order. The Oracle Cloud Service may not be used or accessed for the business operations of any third party, including but not limited to other customers of Yours, Your partners or Your affiliates.

To use this Oracle Retail Order Management Address Verification Cloud Service for Experian QAS, You are required to first purchase and maintain the Oracle Retail Order Management System Cloud Service. If the Oracle Retail Order Management System Cloud Service lapses or otherwise ends, the Oracle Retail Order Management Address Verification Cloud Service for Experian QAS will also automatically end.

Usage Limits

The Oracle Retail Order Management Address Verification Interface Cloud Service for Experian QAS is subject to the following usage limits:

- a maximum number of Customers as specified in Your order.

As part of this Oracle Cloud Service, Oracle will:
- Configure the interface with the Experian QAS Pro Web v5.60 – address validation software which will automatically subscribe the users to the appropriate Business Events;
- Install the Experian QAS Pro Web v5.60 application within the Services Environment of the Oracle Retail Order Management System Cloud Service; and
- Manage, run and maintain the electronic uploads of address data sets into the Experian QAS Pro Web v5.60 application and integration with the Oracle Retail Order Management System Cloud Service in a manner consistent with Oracle's obligations for the Services Environment of this Oracle Cloud Service.

You will:
- Separately acquire, and maintain for the duration of this Oracle Cloud Service, a compliant version of QAS Pro Web v5.60 software licenses and related technical support directly from Experian, Inc. Such licenses must be sufficient to enable Oracle to perform its obligations with respect to this Oracle Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
24 hours	2 hours	99.5%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Order Management Tax Interface Cloud Service for Vertex

Retired Part #: B81284 – Per Customer[3]

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[3] Customer is defined as the customer entity specified in Your order. The Oracle Cloud Service may not be used or accessed for the business operations of any third party, including but not limited to other customers of Yours, Your partners or Your affiliates.

Users of the Oracle Retail Order Management Tax Interface Cloud Service for Vertex will have access to the following services:

- Vertex® Indirect Tax O Series® v 6.0 software application environment (Vertex application) within the Services Environment of the Oracle Retail Order Management System Cloud Service

To use this Oracle Retail Order Management Tax Interface Cloud Service for Vertex, You are required to first purchase and maintain the Oracle Retail Order Management System Cloud Service. If the Oracle Retail Order Management System Cloud Service lapses or otherwise ends, the Oracle Retail Order Management Tax Interface Cloud Service for Vertex will also automatically end.

Usage Limits

The Oracle Retail Order Management Tax Interface Cloud Service for Vertex is subject to the following usage limits:

- a maximum number of Customers as specified in Your order.

As part of this Oracle Cloud Service, Oracle will:

- Configure the interface with the Vertex application;
- Install the Vertex application within the Services Environment of the Oracle Retail Order Management System Cloud Service; and
- Manage, run and maintain the Vertex application and integration to Oracle Retail Order Management System Cloud Service in a manner consistent with Oracle's obligations for the Services Environment of this Oracle Cloud Service.

You will:
- Separately acquire, and maintain for the duration of this Oracle Cloud Service, a compliant version of the Vertex application software licenses and related technical support directly from Vertex, Inc. Such licenses and support must be sufficient to enable Oracle to perform its obligations with respect to this Oracle Cloud Service.
- Configure the tax rules within the Vertex application as well as any related implementation services.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
24 hours	2 hours	99.5%

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

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandise Financial Planning Cloud Service

Retired Part #: B85690 – Per Thousands of Weighted MFP Positions Used

Users of the Oracle Merchandise Financial Planning Cloud Service are authorized to access the following modules and features:
- Merchandise Financial Planning Cloud Service
- Point of Commerce Planning

Usage Limits

The Oracle Merchandise Financial Planning Cloud Service is subject to usage limits based on:

- a maximum number of Thousands of Weighted MFP Positions Used as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non Production.
- Additional Non-Production Environments may be purchased subject to additional fees.
- Non-Production Environments may be refreshed, at Your request, no more than once per quarter.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment.
- No more than fifty (50) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- a maximum allowed database storage size of 200 GB.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

Data Retention

The standard data retention period is as follows:

- o Service data store retention is 2 years.
- o Data files for import/export will be stored for 7 calendar days.

Any data or data files exceeding this data age threshold may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud Service

Retired Part #: B88540 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud modules and capabilities as defined in Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
1-4	100 GB	500 GB	100
5-10	250 GB	500 GB	100
11-25	500 GB	500 GB	200
26-50	1 TB	500 GB	200
51-100	1.5 TB	500 GB	400
101-2,000	2 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud Service

Retired Part #: B88545 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Plus Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service

Retired Part #: B88528 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud modules and capabilities as defined in Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service is subject to usage limits based on:
- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2-4	100 GB	500 GB	100
5-10	250 GB	500 GB	100
11-25	500 GB	500 GB	200
26-50	1 TB	500 GB	200
51-100	1.5 TB	500 GB	400
101-2,000	2 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service

Retired Part #: B88534 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL MERCHANDISE PLANNING & OPTIMIZATION – RETIRED SKUS

Oracle Retail Merchandise Financial Planning Cloud Service

Retired Part #: B88530, B88542 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide for either Cost or Retail Accounting.

Usage Limits
The Oracle Retail Merchandise Financial Planning Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2-4	100 GB	500 GB	100
5-10	250 GB	500 GB	100
11-25	500 GB	500 GB	200
26-50	1 TB	500 GB	200
51-100	1.5 TB	500 GB	400
101-2,000	2 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

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

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
Oracle Retail Merchandise Financial Planning Cloud Service	12 Hours	24 Hours	97.0%
Oracle Retail Merchandise Financial Planning Cloud Service Plus	12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This Cloud Service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service

Retired Part #: B88536, B88548 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ASSORTMENT PLANNING – RETIRED SKUS

Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service

Retired Part #: B88541 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service are authorized to access all Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
1-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service

Part #: B88547 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Assortment and Item Planning Enterprise Edition Plus Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

The RTO, RPO and Target Service Availability Level set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment(s). In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment Planning & Optimization for GHL Cloud Service

Retired Part #: B88526 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment Planning & Optimization for GHL Cloud Service are authorized to access all Oracle Retail Assortment Planning & Optimization for GHL Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment Planning & Optimization for GHL Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
4-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment Planning & Optimization for GHL Cloud Service – Per Non-Production Environment

Retired Part #: B88532

The Additional Non-Production Environment for Oracle Retail Assortment Planning & Optimization for GHL Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment and Item Planning FSL Cloud Service

Retired Part #: B88527, B88539 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment and Item Planning FSL Cloud Service are authorized to access all Oracle Retail Assortment and Item Planning FSL Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment and Item Planning FSL Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
4-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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:

Cloud Service	Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
Oracle Retail Assortment and Item Planning FSL Cloud Service	12 Hours	24 Hours	97.0%
Oracle Retail Assortment and Item Planning FSL Plus Cloud Service	12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment and Item Planning FSL Cloud Service – Per Non-Production Environment

Retired Part #: B88533, B88546

The Additional Non-Production Environment for Oracle Retail Assortment and Item Planning FSL Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service

Retired Part #: B88529 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service are authorized to access all Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
4-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service – Per Non-Production Environment

Retired Part #: B88535

The Additional Non-Production Environment for Oracle Retail Assortment and Item Planning Enterprise Edition Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

The RTO, RPO and Target Service Availability Level set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-Production Environment(s). In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Demand Forecasting Cloud Service – Per 1M Weekly Sales Units

Retired Part #: B85688

Users of the Oracle Retail Demand Forecasting Cloud Service are authorized to access the following modules and features:
- Pre-processing
- Baseline and Source Level Forecasting
- New Item and Location Modeling
- Promotional Forecasting

Usage Limits

The Oracle Retail Demand Forecasting Cloud Service is subject to usage limits based on:

- a maximum number of 1M Weekly Sales Units as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non Production.
- Additional Non-Production Environments may be purchased subject to additional fees.
- Non-Production Environments may be refreshed, at Your request, no more than once per quarter.
- You may authorize up to a maximum number of five hundred (500) users to use the Production Environment.
- No more than fifty (50) users may concurrently access the service at any one time. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.
- a maximum allowed database storage size of 3600 GB.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

Data Retention

The standard data retention period is as follows:

o Service data store retention is 2 years.
o Data files for import/export will be stored for 7 calendar days.

Any data or data files exceeding this data age threshold may be marked as "Delete" and removed or rendered inaccessible from the system.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Demand Forecasting Plus Cloud Service

Retired Part #: B88543 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Demand Forecasting Cloud Service are authorized to access all Oracle Retail Demand Forecasting Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Demand Forecasting Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1)
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
1-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This Cloud Service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service – Per Non-Production Environment

Retired Part #: B88549

The Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL XBRI CLOUD SERVICES – RETIRED SKUS

Oracle Retail XBRi Loss Prevention Cloud Service

Retired Part #: B81281 – Per 10,000 Transactions

Users of the Oracle Retail XBRi Loss Prevention Cloud Service are authorized to access the following module and feature:

- Oracle Retail XBRi Loss Prevention
- Oracle Retail XBRi Mobile

Usage Limits

The Oracle Retail XBRi Loss Prevention Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order

- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 1 year of Transactional level data

- 2 years of Summary statistical data

- Data and log files will be stored for 30 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

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

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
24 hours	2 hours	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail XBRi Sales and Productivity Cloud Service

Retired Part #: B85808 – Per 10,000 Transactions

Users of the Oracle Retail XBRi Sales and Productivity Cloud Service are authorized to access the following modules and features:

- Oracle Retail XBRi Sales and Productivity
- Oracle Retail XBRi Sales and Productivity Mobile

To use the Oracle Retail XBRi Sales and Productivity Cloud Service, You are required to first purchase and maintain the Oracle Retail XBRi Loss Prevention Cloud Service. If the Oracle Retail XBRi Loss Prevention Cloud Service lapses or otherwise ends, the Oracle Retail XBRi Sales and Productivity Cloud Service will also automatically end.

Usage Limits

The Oracle Retail XBRi Sales and Productivity Cloud Service is subject to the following usage limits:

- a maximum number of Transactions as specified in Your order
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period.
- The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 1 year of Transactional level data
- 3 years of Summary statistical data
- Data and log files will be stored for 30 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries Cloud Services Pillar Document, the RTO, RPO and Target Service Availability Level for the Production Environment of this Oracle Cloud Service are provided with the Oracle Retail XBRi Loss Prevention Cloud Service.

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. The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL MERCHANDISE FINANCIAL PLANNING CLOUDS SERVICES – RETIRED SKUS

Oracle Retail Merchandise Financial Planning Cloud Service

Retired Part #: B87342 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide for either Cost or Retail Accounting.

Usage Limits

The Oracle Retail Merchandise Financial Planning Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
1	250 GB	500 GB	500	100
2-4	500 GB	500 GB	500	100
5-9	1 TB	500 GB	500	200
10-16	2 TB	500 GB	500	200
17-25	4 TB	500 GB	500	400
26-60	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This Cloud Service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service – Per Non-Production Environment

Retired Part #: B87400

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL MERCHANDISE PLANNING AND OPTIMIZATION – RETIRED SKUS

Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service

Retired Part #: B87396 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud modules and capabilities as defined in Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
1	250 GB	500 GB	500	100
2-4	500 GB	500 GB	500	100
5-9	1 TB	500 GB	500	200
10-16	2 TB	500 GB	500	200
17-25	4 TB	500 GB	500	400
26-60	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service – Per Non-Production Environment

Retired Part #: B87340

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect

service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service

Retired Part #: B88528 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service are authorized to access all Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud modules and capabilities as defined in Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2-4	100 GB	500 GB	100
5-10	250 GB	500 GB	100
11-25	500 GB	500 GB	200
26-50	1 TB	500 GB	200
51-100	1.5 TB	500 GB	400
101-2,000	2 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

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

Recovery Time Objective (RTO)	Recovery Point Objective (RPO)	Target Service Availability Level
12 Hours	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service

Retired Part #: B88534 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Merchandise Financial Planning Enterprise Edition Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect

service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Pilot

If you have ordered a Pilot of this Oracle Cloud Service, as identified in Your order, any applicable minimum contract period shall not apply.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ASSORTMENT PLANNING & OPTIMIZATION FOR GHL CLOUD SERVICE

Retired Part #: B87394 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment Planning & Optimization for GHL Cloud Service are authorized to access all Oracle Retail Assortment Planning & Optimization for GHL Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment Planning & Optimization for GHL Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
4-5	250 GB	500 GB	500	100
6-12	500 GB	500 GB	500	100
13-21	1 TB	500 GB	500	200
22-31	2 TB	500 GB	500	200
32-42	4 TB	500 GB	500	400
43-75	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment Planning & Optimization for GHL Cloud Service

Retired Part #: B87398 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Assortment Planning & Optimization for GHL Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect

service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment Planning Enterprise Edition Cloud Service

Retired Part #: B87397 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment Planning Enterprise Edition Cloud Service are authorized to access all Oracle Retail Assortment Planning Enterprise Edition Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Assortment Planning Enterprise Edition Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
4-5	250 GB	500 GB	500	100
6-12	500 GB	500 GB	500	100
13-21	1 TB	500 GB	500	200
22-31	2 TB	500 GB	500	200
32-42	4 TB	500 GB	500	400
43-75	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Assortment Planning Enterprise Edition Cloud Service

Retired Part #: B87401 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Assortment Planning Enterprise Edition Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect

service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ITEM PLANNING CLOUD SERVICE – RETIRED SKUS

Oracle Retail Item Planning Cloud Service

Retired Part #: B87395 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Item Planning Cloud Service are authorized to access all Oracle Retail Item Planning Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Item Planning Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
4-5	250 GB	500 GB	500	100
6-12	500 GB	500 GB	500	100
13-21	1 TB	500 GB	500	200
22-31	2 TB	500 GB	500	200
32-42	4 TB	500 GB	500	400
43-75	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Item Planning Cloud Service

Retired Part #: B87399 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Item Planning Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment. Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-Production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Demand Forecasting Cloud Service

Retired Part #: B87341 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Demand Forecasting Cloud Service are authorized to access all Oracle Retail Demand Forecasting Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Demand Forecasting Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1)
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
4-5	250 GB	500 GB	500	100
6-12	500 GB	500 GB	500	100
13-21	1 TB	500 GB	500	200
22-31	2 TB	500 GB	500	200
32-42	4 TB	500 GB	500	400
43-75	10 TB	500 GB	500	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
7 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This Cloud Service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service

Retired Part #: B85689 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment.   Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Forecasting Cloud Service

Retired Part #: B88531 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Demand Forecasting Cloud Service are authorized to access all Oracle Retail Demand Forecasting Cloud Service modules and capabilities as defined in the Program Documentation within the respective user guide.

Usage Limits

The Oracle Retail Demand Forecasting Cloud Service is subject to usage limits based on:

- A maximum number of 100M Analytical Cloud Positions based on unique Product x Location x Week combinations residing on the Cloud Service as specified in Your order (in increments of 1)
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- Data files for import/export will be stored for 7 calendar days.
- The following maximums apply to each of the environments based on the maximum number of 100M Analytical Cloud positions purchased:

100M Analytical Cloud Positions	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
4-6	250 GB	500 GB	100
7-12	500 GB	500 GB	100
13-20	1 TB	500 GB	200
21-25	2 TB	500 GB	200
26-100	4 TB	500 GB	400
101-50,000	10 TB	500 GB	400

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This Cloud Service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered routine infrastructure maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service

Retired Part #: B88537 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service provides for an additional non-Production Environment for the associated Cloud Service that is a reasonable replica of the Production Environment but may be used only for non-production activities. Certain programs and optional services may not run in the Additional Non-Production Environment.   Each Additional Non-Production Environment must be contracted for a minimum Services Period of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment(s) is the same as the schedule for Your Production Environment. The Additional Non-Production Environment(s) may be refreshed, at Your request, no more than once per quarter.

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

In addition, Disaster Recovery is not available for the Additional Non-production Environment(s).

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Advanced Science Cloud Services

Retired Part #: B87641 – Per 100M Sales Units

Users of Oracle Retail Advanced Science Cloud Services are authorized to access all Oracle Retail Advanced Science Cloud Service modules and capabilities as defined in the respective User Guide. This includes Advanced Clustering, Customer Decisions Trees and Demand Transference Science, and Assortment and Space Optimization.

Usage Limits

The Oracle Retail Advanced Science Cloud Services is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1). For example, a customer purchasing quantity 4 would be entitled to store up to 400M sales units at any given time in the solution.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter
- Additional Non-Production Environments may be purchased subject to additional fees.
- The standard data retention allowance for this Oracle Cloud Service is 2 years. Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.
- The following maximums apply to each of the environments based on the maximum number of 100M Sales Units purchased:

Quantity of 100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Defined Users	Maximum Concurrent Users*
2	450 GB	100 GB	500	60
3	900 GB	100 GB	500	60
4-7	2 TB	100 GB	500	60
8-13	4 TB	100 GB	500	80
14-20	6 TB	100 GB	500	80
21-26	8 TB	100 GB	500	80
27-32	9.8 TB	100 GB	500	280

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
14 Days	24 Hours	97.0%

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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

Restrictions on Use

Performance of Your Oracle Cloud Service could be adversely affected by Your or Your Users' use of the Innovation Workbench through queries or programs generated by You or Your Users. By opting to use this Innovation Workbench module, You acknowledge and agree that You are solely responsible for any database performance obligations or other issues with the Oracle Cloud Service caused by such use. You agree and consent to Oracle's temporary suspension of the Innovation Workbench module if Oracle determines that any such access or use is causing critical incidents with the rest of the modules of the associated Advanced Science Cloud Services. The RTO, RPO and Target Service Availability Levels do not apply to the Innovation Workbench.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR YOUR ORDER, THE INNOVATION WORKBENCH MODULE OF THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND ORACLE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE INNOVATION WORKBENCH MODULE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TIMELINESS AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Advanced Science Cloud Services

Retired Part #: B87642 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Advanced Science Cloud Services provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Science Platform Cloud Service

Retired Part #: B89699 – Per 100M Sales Units

Users of the Oracle Retail Science Platform Cloud Service are authorized to access all Oracle Retail Science Platform Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Science Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).

Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.

The standard data retention allowance for this Oracle Cloud Service is 2 years. Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.

The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Science Platform Cloud Service based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2	450 GB	100 GB	100
3-4	900 GB	100 GB	100

5-8	2 TB	100 GB	100
9-16	4 TB	100 GB	100
17-24	6 TB	100 GB	100
25-32	8 TB	100 GB	100
33-40	9.8 TB	100 GB	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

Restrictions on Use

Performance of Your Oracle Cloud Service could be adversely affected by Your or Your Users' use of the Innovation Workbench through queries or programs generated by You or Your Users. By opting to use this Innovation Workbench module, You acknowledge and agree that You are solely responsible for any database performance obligations or other issues with the Oracle Cloud Service caused by such use. You agree and consent to Oracle's temporary suspension of the Innovation Workbench module if Oracle determines that any such access or use is causing critical incidents with the rest of the modules of the associated Oracle Retail Science Platform Cloud Service. The RTO, RPO and Target Service Availability Levels do not apply to the Innovation Workbench.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR YOUR ORDER, THE INNOVATION WORKBENCH MODULE OF THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND ORACLE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE INNOVATION WORKBENCH MODULE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY,   FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TIMELINESS AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Promotion and Markdown Optimization Cloud Service

Retired Part #: B89698 – Per 100M Sales Units

Users of the Oracle Retail Promotion and Markdown Optimization Cloud Service are authorized to access Oracle Retail Promotion and Markdown Optimization Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Promotion and Markdown Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).
- Additional storage and user maximums are not provided with this Cloud Service. This Cloud Services uses the Environments, storage and user maximums provided under the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Offer Optimization Cloud Service

Retired Part #: B89697 – Per 100M Sales Units

Users of the Oracle Retail Offer Optimization Cloud Service are authorized to access Oracle Retail Offer Optimization Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Offer Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).
- Additional storage and user maximums are not provided with this Cloud Service. This Cloud Services uses the Environments, storage and user maximums provided under the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Assortment and Space Optimization Cloud Service

Retired Part #: B89700 – Per 100M Analytical Cloud Positions

Users of the Oracle Retail Assortment and Space Optimization Cloud Service are authorized to access Oracle Retail Assortment and Space Optimization Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Assortment and Space Optimization Cloud Service is subject to usage limits based on:
- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).
- Additional storage and user maximums are not provided with this Cloud Service. This Cloud Services uses the Environments, storage and user maximums provided under the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Inventory Optimization Cloud Service

Retired Part #: B92703 – Per 100M Sales Units

Users of the Oracle Retail Inventory Optimization Cloud Service are authorized to access Oracle Retail Inventory Optimization Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Inventory Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).
- Additional storage and user maximums are not provided with this Cloud Service. This Cloud Services uses the Environments, storage and user maximums provided under the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR

SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ORDER MANAGEMENT – RETIRED SKUS

Oracle Retail Order Management System Cloud Service

Retired Part #**:** B81280 – Per 10,000 Orders

Users of the Oracle Retail Order Management Cloud Service are authorized to access the following modules and features:

- OROMSCS Order Entry
- OROMSCS Web and Omni Channel Ordering
- OROMSCS Customer Service
- OROMSCS Fulfillment
- OROMSCS Merchandising and Marketing
- OROMSCS System Op

Usage Limits

The Oracle Retail Order Management Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records

- 3 years of Inventory records including but not limited to Purchase Orders and Inventory Transaction History

- 1 year of Payment records including but not limited to refunds and Accounts Payable/Accounts Receivable history

- Security Log Files will be stored for 1 calendar year

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Oracle Retail Implementation Environment Cloud Service

Retired Part #: B85806 – Per Hosted Environment

Users of the Oracle Retail Implementation Environment Cloud Service are authorized to access the following modules and features:

- Additional Non-Production Environment for the purpose of implementation services

Oracle Retail Implementation Environment Cloud Service

The Oracle Retail Implementation Environment Cloud Service consists of a single deployment of the Non-Production Environment specifically for the purposes of performing the tasks required for the implementation and configuration of the Oracle Retail Cloud Service. The tasks will vary based on the Oracle Retail Cloud Service and associated requirements, but may include developing and testing integrations, data migrations and reporting prior to the deployment to a staging or Production Environment.   The implementation Non-Production Environment is not intended to perform in a manner consistent with an Oracle production Hosted Environment that is designed or used for production usage and storage. If You have more than one Hosted Environment or Oracle Retail Cloud Service, You must purchase a separate Oracle Retail Implementation Environment Cloud Service for each such environment or service.

Performance of this Oracle Cloud Service, including the Oracle Retail application and prerequisite Oracle database, will vary based on Your configuration and use. You should use this Oracle Cloud Service, including the Oracle Retail application and Oracle database, in a manner that is consistent with Oracle documentation and recommended practices. You may not load any data protected by the Payment Card Industry Data Security Standard (PCI DSS), personal identifiable information (PII), or similarly sensitive personal information that imposes specific data security obligations for the processing of such data into the implementation environment

Oracle Retail Implementation Environment Cloud Service - Users and Access by Users

Access to and use of the Oracle Retail Implementation Environment Cloud Service is limited to Users who are Your employees authorized by You to access and use this Oracle Cloud Service for purposes of Your project. Unless otherwise designated by You, Users normal consist of Your employees and sub-contracted personnel such employees of the Solution Integration (SI) partner retained by You. It is Your responsibility to ensure that all Users who access the Oracle Retail Implementation Environment Cloud Service have unique and individual accounts provisioned in a manner to enable appropriate audit trails.

Oracle Retail Implementation Environment Cloud Service - Deliverables and Customer Dependencies

The following are Oracle responsibilities and deliverables under this Oracle Retail Implementation Environment Cloud Service.

Oracle Responsibilities

- Configure Your dedicated virtual network (VLAN).
- Configure firewall and F5 content switch rules to secure Hypertext Transfer Protocol Secure (HTTPS) access to Oracle Programs.
- Configure firewall and F5 content switch rules to secure remote access1 to Your virtual servers and the Oracle database server from Your premises. Secure remote access currently defined as Hypertext Transfer Protocol Secure (https) and either secure shell (ssh) or terminal service access to the applications and servers in the VLAN.
- Manage Domain Name Service (DNS) inside of the implementation environment.
- Work with You to provision the VPN from the implementation environment to Your premises.

- Install and configure virtual servers and physical Oracle database servers (where applicable) and the associated Storage Area Network (SAN) and tape storage devices.
- Install and configure the Oracle Programs and related Oracle database instance within the Oracle Cloud Services.
- Patch operating system and databases, where applicable.
- Create table spaces to be used with required applications.
- Create operating system and database accounts required to install the Oracle Programs.
- Provision Your administrator accounts in operating system.
- Provision Your administrator accounts in database.
- Any data migrations between versions are excluded.
- Install and manage anti-virus software on servers.
- Manage database system table spaces.
- Monitor system availability, file system usage and operating systems.
- Backups - Oracle will make the following backups for the purposes of the Retail Implementation Environment Cloud Service: (Backup media is not intended for use as archive of study for any purposes other than as a means of temporary data redundancy at a secure off-site location and to provide the ability for recovery activities to occur in the event of a disaster)
    - Daily backups of database files
- Prior to releasing the provisioned environment for Your use, perform environment functional verification check after initial provisioning and after upgrades.
- Provide You with environment documentation.
- Perform patches and major and minor upgrades (including data migration where applicable).
- Conduct regular maintenance of the Non-Production Environment, including upgrades to new releases of the Oracle Programs as described in the Ordering Document, including the Service Specifications, as determined by Oracle.
- Provide technical support for the Oracle Program as set forth in the Ordering Document including the Service Specifications.

Your Responsibilities

Oracle's delivery of the Oracle Retail Implementation Environment Cloud Service is contingent on Your fulfillment of the following responsibilities:

- Work with Oracle to provision the IPSEC site to site VPN from Your premises to the Oracle Retail implementation environment.
- Carry out any and all development, configuration and testing required as part of the implementation process of the Retail Cloud Service.
- Ensure that all users are trained prior to accessing this environment. This includes maintaining all training records.
- Provision required operating system accounts for Your users using the Oracle provided customer administrator account.
- Provision required database accounts using the Oracle provided customer administrator account.
- Provision and maintain of all application administrator and user accounts for Your users within the Oracle Programs and the Retail Cloud Service.
- Provision application accounts for Oracle as required for Oracle's performance of the services including support activities.
- Manage password policies and complexity.
- Request software upgrades.
- Manage server system configuration.
- Maintain test data.
- Manage file system space as necessary.
- Do not delete required data.

- Do not restart database or operating systems.
- Do not relax or otherwise reduce the level of operating system, database, or application security hardening.

Usage Limits

The Oracle Retail Implementation Environment Cloud Service is subject to usage limits based on:

- a maximum number of Non-Production Environments as specified in Your order.
- As part of this Oracle Cloud Service, Oracle will provision only Non-Production Environment(s) to be used solely for implementation purposes.
- Additional Oracle Retail Implementation Environment Cloud Services, including related Non-Production Environments, may be purchased subject to additional fees.
- The following storage limits apply for this Oracle Cloud Service per each applicable Environment:

Licensed Metric	Database Storage (GB)	File Storage (GB)
Hosted Environment	400 GB	200 GB

Target Service Availability: For purposes of Target Service Availability as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Target Service Availability for this Cloud Service:

Target Service Availability Level
99% (infrastructure only)

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

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

You agree that the Oracle Retail Implementation Environment is not certified under the Payment Card Industry Data Security Standard (PCI DSS) and Oracle shall not be responsible for compliance under this standard. You shall comply with all regulations to the extent that such regulations are applicable to Your use and receipt of this service.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Brand Compliance Management Cloud Service

Retired Part #: B81283 – Per Product Specifications

Users of the Oracle Retail Brand Compliance Management Cloud Service are authorized to access the following modules and features:
- BC Project
- BC Supplier
- BC Product
- BC Library
- BC Reports

Usage Limits

The Oracle Retail Brand Compliance Management Cloud Service is subject to the following usage limits:
- a maximum number of Product Specifications as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 7 years of product and supplier records
- 3 years of project records

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Science Platform Cloud Service

Retired Part #: B89699 – Per 100M Sales Units

Users of the Oracle Retail Science Platform Cloud Service are authorized to access all Oracle Retail Science Platform Cloud Service modules and capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Science Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units residing on the Cloud Service as specified in Your order (in increments of 1).

Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.

The standard data retention allowance for this Oracle Cloud Service is 2 years. Any data or data files exceeding this data age threshold may be promptly removed or rendered inaccessible from the system.

The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Science Platform Cloud Service based on the maximum number of 100M Sales Units purchased. The Oracle Retail Science Platform Cloud Service and Oracle Retail Insights Cloud Services reside on common infrastructure. When the Oracle Retail Science Platform Cloud Service and any of the Oracle Retail Insights Cloud Services are purchased, the maximums of the consolidated science and insights ecosystem reflect the greatest maximums of the purchased Cloud Services.

100M Sales Units	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
2	450 GB	100 GB	100
3-4	900 GB	100 GB	100
5-8	2 TB	100 GB	100
9-16	4 TB	100 GB	100
17-24	6 TB	100 GB	100
25-32	8 TB	100 GB	100
33-40	9.8 TB	100 GB	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

Restrictions on Use

Performance of Your Oracle Cloud Service could be adversely affected by Your or Your Users' use of the Innovation Workbench through queries or programs generated by You or Your Users. By opting to use this Innovation Workbench module, You acknowledge and agree that You are solely responsible for any database performance obligations or other issues with the Oracle Cloud Service caused by such use. You agree and consent to Oracle's temporary suspension of the Innovation Workbench module if Oracle determines that any such access or use is causing critical incidents with the rest of the modules of the associated Oracle Retail Science Platform Cloud Service. The RTO, RPO and Target Service Availability Levels do not apply to the Innovation Workbench.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THE AGREEMENT OR YOUR ORDER, THE INNOVATION WORKBENCH MODULE OF THE SERVICE IS PROVIDED "AS IS" WITHOUT ANY WARRANTY OF ANY KIND AND ORACLE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE INNOVATION WORKBENCH MODULE, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY,   FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TIMELINESS AND NONINFRINGEMENT OF THIRD PARTY RIGHTS.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Science Platform Cloud Service

Part #: B89701 – Per Non-Production Environment

The Additional Non-Production Environment for the Oracle Retail Science Platform Cloud Service provides for the hosting and maintenance of an additional Non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Customer Management and Segmentation Foundation Cloud Service – Per 10,000 Transactions

Retired Part #: B81275 – Per 10,000 Transactions

Users of the Oracle Retail Customer Management and Segmentation Foundation Cloud Service are authorized to access the following modules and features:

- Customer Management Module
- Segment/Strata Module
- Gift Registry
- Clienteling
- Social Listening
- Analytics

Usage Limits

The Oracle Retail Customer Management and Segmentation Foundation Cloud Service is subject to the following usage limits:

- A maximum number of Transactions as specified in Your order

- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.

The blocks of 10,000 Transactions must be used within the service period; any Transactions that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Transactions ordered unless You purchase additional block(s) of 10,000 Transactions from Oracle.

Per 10, 000 Transactions	Maximum Database Storage	Maximum File Storage
1 – 2800	800 GB	500 GB
2801 - 6300	1700 GB	500 GB
6301 – 10800	3600 GB	500 GB
10801 – 18000	6000 GB	500 GB
1 – 2800	800 GB	500 GB

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Customer Data

- 3 years of Transaction Data

- 1 year of Merged/Archived Customer Data

- 2 months of Segment Data

- 1 year of Segment History Data

- 3 months of job history data

- 1 year of gift registry data (after event date)

- 6 months of Social Activity data

- Data files for import/export will be stored for 7 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and promptly removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ORDER BROKER – RETIRED SKUS

Oracle Retail Order Broker Cloud Service

Retired Part #: B81279 - Per 10,000 Orders

Users of the Oracle Order Broker Cloud Service are authorized to access the following modules and features:

- Oracle Retail Order Broker Foundation
- Oracle Retail Supplier Direct Fulfillment
- Oracle Retail Store Connect

Usage Limits

The Oracle Retail Order Broker Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.

- Additional Non-Production environments may be purchased subject to additional fees.
- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
45 - 60	450 GB	100 GB	100
61 - 720	600 GB	100 GB	100
721 – 5400	900 GB	100 GB	100

*Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records

- 3 years of Purchase Order records

- 6 months of Inventory records (items that have an on hand quantity of zero and have not had an update in 6 months)

- Data files including but not limited to reports, pack slips, export files, shipping labels, and email logs will be stored for 30 calendar days

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Order Broker Cloud Service

Retired Part #: B90767 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Order Broker Cloud Service provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Non-Production Environment:

Maximum* Allowed Database Storage **	Maximum* Allowed File Storage
450 GB	100 GB

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Order Management System Cloud Service

Retired Part #: B90405 – Per 10,000 Orders

Users of the Oracle Retail Order Management Cloud Service are authorized to access the following modules and features:

- OROMSCS Order Entry
- OROMSCS Web and Omni Channel Ordering
- OROMSCS Customer Service
- OROMSCS Fulfillment
- OROMSCS Merchandising and Marketing
- OROMSCS System Ops

Usage Limits

The Oracle Retail Order Management Cloud Service is subject to the following usage limits:

- a maximum number of Orders as specified in Your order.
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production environment can be used for User Acceptance Testing, Staging or any other needs. This environment is not included in the Backup/Disaster Recovery plan.
- Additional Non-Production environments may be purchased subject to additional fees.
- The following maximums apply to each of the environments based on the maximum number of device bands purchased:

Per 10, 000 Orders	Maximum Database Storage	Maximum File Storage	Maximum Concurrent Users*
75 – 120	1 TB	100 GB	80
121 – 751	2 TB	100 GB	120

*
Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

The blocks of 10,000 Orders must be used within the service period; any Orders that remain unused at the end of such period will expire, and cannot be rolled over or extended beyond such period. The use of the Oracle Cloud Service may not exceed the quantity of Orders ordered unless You purchase additional block(s) of 10,000 Orders from Oracle.

Data Retention

The standard data retention allowance for this Oracle Cloud Service is as follows:

- 3 years of Order records

- 3 years of Inventory records including but not limited to Purchase Orders and Inventory Transaction History

- 1 year of Payment records including but not limited to refunds and Accounts Payable/Accounts Receivable history
- Security Log Files will be stored for 1 calendar year

Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 hours	1 hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

Oracle Cloud Policies and Pillar Documentation

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

Service Specific Variations

The following service specific variations take precedence over any contrary terms in Oracle Cloud policies referenced herein, service specifications and orders. The *Oracle Payment Card Industry Compliance Services* ("PCI Compliance Services") document applies to this Oracle Cloud Service. The PCI Compliance Services consist of certain controls to address the requirements of the Payment Card Industry (PCI) Data Security Standards for designated Oracle Cloud Services. The PCI Compliance Services document is available at My Oracle Support (http://support.oracle.com). The document can be found by logging in, searching the knowledge base for document ID 2567076.2 → Oracle Cloud Services Information Center → Industry Solutions.

Additional Non-Production Environment for Oracle Retail Order Management System Cloud Service

Retired Part #: B90766 – Per Non-Production Environment

The Additional Non-Production Environment for Oracle Retail Order Management System Cloud Service provides for the hosting and maintenance of an additional non-Production Environment that shall be available to You and that is a reasonable replica of the Production Environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months.

The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for Your Production Environment. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter.

Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated base service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels. The following maximums apply to each Additional Non-Production Environment:

Maximum* Allowed Database Storage **	Maximum* Allowed File Storage
500 GB	100 GB

* Customers cannot exceed the Maximum Allowed Database or File Storage Limits. Exceeding these quantities may adversely affect service functionality and performance.

** Database Storage is defined as the total space of uncompressed data allocated at the operating system level for database operations, not including database executables.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL BIG DATA – RETIRED SKU(S)

Oracle Retail Big Data Cloud Service

Retired Part #: B92704 – Per TB of Storage Capacity

Oracle Retail Big Data Cloud Service enables you to purchase increments of one (1) TB of Storage Capacity. Any storage purchased for the Oracle Retail Big Data Cloud Service will also be added to each non production environment provisioned as part of the Oracle Retail Science Platform Cloud Service.

You may make multiple purchases of Oracle Retail Big Data Cloud Service for the Oracle Retail Science Platform Cloud Service. You are responsible for planning an ensuring that You have sufficient storage to meet Your operational requirements.

Your purchase of Oracle Retail Big Data Cloud Service applies for the duration of the Service Period of the Oracle Retail Science Platform Cloud Service.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level

12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL SUPPLY CHAIN MANAGEMENT CLOUD SERVICE

Oracle Retail Demand Forecasting Cloud Service Advanced Edition

Retired Part #: B95640 – Per 10M Annual Sales Units

Users of the Oracle Retail Demand Forecasting Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

o   A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).
o   Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
o   The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
o   Additional Non-Production Environments may be purchased subject to additional fees.
o   The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Demand Forecasting Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 19	100
20 to 39	100
40 to 59	100
60 to 119	200
120 to 159	200

160 to 199	400
200 to 300	400

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service Advanced Edition

Retired Part #: B95648 - Each

The Additional Non-Production Environment for Oracle Retail Demand Forecasting Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

ORACLE RETAIL ENTERPRISE INVENTORY – RETIRED SKUS

Oracle Retail Inventory Optimization Cloud Service Advanced Edition

Retired Part #: B95641 – Per 10M Annual Sales Units

Users of the Oracle Retail Inventory Optimization Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Inventory Optimization Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 300	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Inventory Optimization Cloud Service Advanced Edition

Retired Part #: B95649 - Each

The Additional Non-Production Environment for Oracle Retail Inventory Optimization Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Offer Optimization Cloud Service Advanced Edition

Retired Part #: B95652 – Per 10M Annual Sales Units

Users of the Oracle Retail Offer Optimization Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

This Oracle Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.

- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Offer Optimization Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 300	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

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Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Offer Optimization Cloud Service Advanced Edition

Retired Part #: B95644 - Each

The Additional Non-Production Environment for Oracle Retail Offer Optimization Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Promotion and Markdown Optimization Cloud Service Advanced Edition

Retired Part #: B95651 – Per 10M Annual Sales Units

Users of the Oracle Retail Promotion and Markdown Optimization Cloud Service Advanced Edition are authorized to access the capabilities as defined in the respective User Guide.

Usage Limits

The Oracle Retail Promotion and Markdown Optimization Cloud Service is subject to usage limits based on:

- A maximum number of 10M Annual Sales Units processed through the Cloud Service as specified in Your order (in increments of 1).
- Oracle will provision two Environments for this Oracle Cloud Service: Production and Non-Production.
- The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
- Additional Non-Production Environments may be purchased subject to additional fees.
- The maximums defined in the table below apply to each of the environments of a stand-alone Oracle Retail Promotion and Markdown Optimization Cloud Service based on the maximum number of 10M Annual Sales Units purchased.

10M Annual Sales Units	Maximum Concurrent Users*
10 to 300	100

*Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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 declared disaster. The Recovery Point Objective does not apply to customizations or third party software.

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SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Oracle Cloud Policies and Pillar Documentation

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

Additional Non-Production Environment for Oracle Retail Promotion and Markdown Optimization Cloud Service Advanced Edition

Retired Part #: B95643 - Each

The Additional Non-Production Environment for Oracle Retail Promotion and Markdown Optimization Cloud Service Advanced Edition provides for the hosting and maintenance of an additional non-production environment that shall be available to you and that is a reasonable replica of the production environment for non-production activities. Certain programs and optional services may not be able to run in the Additional Non-Production Environment. The maintenance or upgrade schedule for the Additional Non-Production Environment is the same as the schedule for your production environment.

Each Additional Non-Production Environment may be contracted for a minimum of twelve (12) months. The Additional Non-Production Environment may be refreshed, at the customer's request, no more than once per quarter. Performance metrics set forth in the Oracle Cloud Policies and Pillar Document referenced below or Your order are not applicable to the Additional Non-production Environment. Disaster Recovery is not available in the Additional Non-production Environment.

Usage Limits

The Usage Limits that apply to the Production and Non-Production environments for the associated service also apply to the Additional Non-Production Environment. Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Oracle Cloud Policies and Pillar Documentation

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

Oracle Retail Enterprise Inventory Cloud Service

Part #: B90251 – Per 1M Sales Units

The Oracle Retail Enterprise Inventory Cloud Service provides integration access to other applications and services that collectively provide information to update inventory values.

The inventory values are available for consumption by other applications and workflow execution outside of the Enterprise Inventory Cloud Service. Common integration points include, but are not limited to:
- Point of Sale
- RFID
- ERP/Merchandising System
- Oracle Retail Store Operations Cloud Service
- 3rd party/Bespoke operation solutions

Users of the Oracle Retail Enterprise Inventory Cloud Service will have access to administrative activities enabled within the Service such as:

- User management (for EICS & SOCS)
- Configuration
- Setup
- Integrations
- Calculation scheduling

Usage Limits

The Oracle Retail Enterprise Inventory Cloud Service is subject to usage limits based on:

- A maximum number of 100M Sales Units as specified in Your order, up to a maximum of 5000M Sales Units.
- Oracle will provision two environments of this Oracle Cloud Service for Your use: one (1) Production Environment and one (1) Non-Production – Stage.
    - o The Non-Production Environment may be refreshed, at Your request, no more than once per quarter.
    - o Additional Non-Production Environments may be purchased, subject to additional fees.

- The following maximums apply to each of the environments based on the corresponding environment size determined for Your use:

1 M Sales Units	License Unit	Database Storage (GB)	File Storage (GB)
100-300	SML	500 GB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
400-500	MED	1 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
600 – 1000	LG	2 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)
1100 - 7000	XLG	3 TB	100 GB (** ARCHIVE LOG SPACE NOT INCLUDED)

* Exceeding these quantities may adversely affect service performance, and Oracle is not responsible for resulting performance issues including missed service levels.

Additional Information

- Oracle Retail Enterprise Inventory Cloud Service is a single-tenant service offering.
- There are no PCI or HIPPA compliance guidelines or security measures applied to the service offering.

Disaster Recovery and Service Availability

As described in the Oracle Industries 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 Level
12 Hours	1 Hour	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.

The RTO and RPO do not apply to Your customizations that depend on any external components (e.g., externally hosted integrations or solution extensions) or to third party software.

This service executes a nightly offline batch window for processing of integration, batch jobs and backup procedures that is considered planned maintenance.

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Data Retention

The standard data retention allowance for this Oracle Cloud Service is 30 days with the following exceptions:

Data Element	Retention
Customer Orders	60 days
In Progress Ad Hoc Stock Counts	1 days
Price History	90 days
Related Items	60 days
Sales Posting	120 days
Shelf Adjustment Lists	1 days

Note: Any data or data files exceeding these data age thresholds may be marked as "Delete" and removed or rendered inaccessible from the system.

Oracle Cloud Policies and Pillar Documentation

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