

Right Now Professional Professional Services Descriptions

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TABLE OF CONTENTS

Active Professional Services	5
Oracle RightNow Managed Services – Standard (EMEA, APAC, JAPAN ONLY)	5
Oracle RightNow Managed Services - Basic (EMEA, APAC, JAPAN ONLY)	6
Oracle RightNow Data Export Service	7
Oracle Learning Credits (Available for LEC-Countries Only)	8
Oracle Virtual Private Network Setup Fee Cloud Service	8
Travel & Expense Estimate (Available for US Public Sector Only)	8
Appendix – Retired Professional Services	10
Oracle Live Help Chat Cloud Service Implementation (Small)	10
Oracle Live Help Chat Cloud Service Implementation (Medium)	10
Oracle Live Help Click-to-Call Cloud Service Implementation (Small)	11
Oracle Live Help Click-to-Call Cloud Service Implementation (Medium)	12
Oracle Live Help FTP Data Feed Cloud Service Implementation (Initial year)	13
Oracle Live Help FTP Data Feed Cloud Service Implementation (Subsequent years)	15
Oracle Live Help Data Post Cloud Service Implementation (Initial year)	16
Oracle Live Help Data Post Cloud Service Implementation (subsequent years)	17
Oracle RightNow Outsourced Solution Administration Managed Service Monthly Block	19
Oracle RightNow Cloud Managed Service 4 Hour Monthly Block	19
Oracle RightNow Cloud Managed Service 16 Hour Monthly Block	19
Oracle RightNow Cloud Managed Services Pool	20
Oracle RightNow Universal Credits	20
Oracle RightNow General Optimization Engagement Onsite Service - Onsite	20
Add-On: Co-Browse (1 st Interface)	21
Add-On: Co-Browse (Each Additional Interface)	22
Add-On: Co-Browse Security Bundle (Delivered by LiveLook)	23
Oracle RightNow Incident Forwarding to External System	24
Oracle RightNow Incident Forward and Track	24
Oracle RightNow Intent Guide Managed Service for Application Support	24
Oracle RightNow Intent Guide Managed Service for Content Support	24
Oracle RightNow Intent Guide Implementation	24
Oracle RightNow Data Import Service	24
Oracle RightNow Cloud Implementation Services	25
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Incident Management	25
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Standalone Chat	26
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management	27
Add-On: Managing Multiple Interfaces (First Additional Interface)	29
Add-On: Managing Multiple Interfaces (Each Additional Interface after 1st)	30

Add-On: Customer Portal (Standard Widgets) – Single Interface/ Page Set	31
Add-On: Customer Portal Branding and Styling (Level 1)	32
Add-On: Customer Portal Branding and Styling (Level 2)	33
Add-On: Feedback/Closed Incident Survey (1 st Interface)	34
Add-On: Feedback/Closed Incident Survey (Each Additional Interface)	35
Add-On: Chat (1 st Interface)	36
Add-On: Chat (Each Additional Interface)	37
Add-On: Cloud Monitor (1 st Interface)	38
Add-On: Cloud Monitor (Each Additional Interface)	39
Add-On: Dynamic Agent Workspaces/Workflow (1 st Interface)	40
Add-On: Dynamic Agent Workspaces/Workflow (Each Additional Interface)	41
Add-On: Guided Assistance (1 st Interface)	43
Add-On: Guided Assistance (Each Additional Interface)	43
Add-On: Agent Scripting (1 st Interface)	44
Add-On: Agent Scripting (Each Additional Interface)	45
Add-On: Outbound (Single Interface)	47
Add-On: Sales (Single Interface)	48
Add-On: Using the Data Import Wizard	48
Add-On: Configuring Web Indexer	49
Add-On: Basic Screen Pop	50
Add-On: RightNow Self-Service for Facebook Self- and Assisted-Service	51
Add-On: RightNow Self- Service for Facebook Community	52
Add- On: Knowledge Syndication	53
Oracle RightNow Computer Telephony Integration Discovery Service	54
Oracle RightNow Customization Support Services	55
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 1	56
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 2	56
Oracle RightNow General Optimization Engagement Remote Service - Remote	56
Oracle RightNow Analytics Optimization Engagement Service	57
Oracle RightNow and Oracle Live Help Remote Product Coaching Service	57
Oracle Engagement Engine Cloud Service Implementation (Small)	58
Oracle Engagement Engine Cloud Service Implementation (Medium)	59
Oracle Engagement Engine Cloud Service Implementation (Large)	60
Oracle Field Service Cloud On-Demand Consulting Services, 3 Month Service Period - Consulting hours	50 61
Oracle Field Service Cloud On-Demand Consulting Services, 6 Month Service Period - Consulting hours	100 62
Oracle Field Service Cloud On-Demand Consulting Services, 12 Month Service Period - Consulting hours	200 63
Oracle RightNow Universal Service Credits (Available for US Public Sector Only)	65
Oracle Engagement Engine Cloud Service Set-Up	65
Oracle RightNow Managed Services – Premium (EMEA, APAC, JAPAN ONLY)	66
Oracle RightNow Managed Services - Advanced (EMEA, APAC, JAPAN ONLY)	67

ACTIVE PROFESSIONAL SERVICES

Oracle RightNow Managed Services – Standard (EMEA, APAC, JAPAN ONLY)

Applicable Part Number: B73312

A. **Scope of Services**

Oracle will make available to you, during the Services Period (defined below), the following Managed Services (“Services”) related to your Oracle RightNow deployment(s) for up to the quantity of hours identified in your order (“Total Hours”):

1. One introductory conference call which is up to thirty (30) minutes in length to:
 - a. Discuss the Managed Services, and
 - b. Review the process by which you may submit requests for Services.
2. Tasks related to your Oracle RightNow deployment(s) which are described in the CX Cloud Managed Services Appendix located at the following location <http://www.oracle.com/us/corporate/contracts/cx-cloud-managed-serv-matrix-2139345.pdf>.

B. **Your Obligations and Project Assumptions**

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

1. **Your Obligations**
 - a. Review the CX Cloud Managed Services Appendix prior to ordering the Services hereunder.
 - b. Contact Oracle’s Professional Services Project Manager during the Services Period to request and schedule the performance of Services pursuant to the process described to you during the introductory conference call.
 - c. Maintain a current subscription to applicable Oracle Cloud Services for the duration of the Services Period.
2. **Project Assumptions**
 - a. During the Services Period, the following resources will be assigned to perform the Services:
 - i. An assigned Consultant(s); Technical or Functional.
 - b. All Services will be performed remotely from any of Oracle’s global offices at Oracle’s discretion.
 - c. At your request and Oracle’s discretion, Oracle may agree to conduct an onsite visit(s) during the Services Period. You are responsible for any travel and out-of-pocket expenses incurred by Oracle related to providing any on-site Services.
 - d. Your Total Hours ordered must be a minimum of one hundred (100) Total Hours.
 - e. Total Hours shall be consumed based on actual time Oracle spends performing Services, including the actual time Oracle spends estimating your request(s) for Services.

C. **Services Period**

The Services will be made available to you beginning on i) the date of this order, if your Oracle RightNow deployment(s) are deployed (as determined by Oracle) as of the date of this order, or ii) the date of your introductory workshop described in Section A above, if your Oracle RightNow deployment(s) are not deployed (as determined by Oracle) as of the date of this order, and for twelve (12) months thereafter (the “Services Period”). In the event the Total Hours have not been used within the Services Period, such unused hours will be automatically forfeited by you, with no further action required of

either party, and you shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the Total Hours. You may not use the Total Hours for any services other than Services described herein for your Oracle RightNow deployment(s).

Oracle RightNow Managed Services - Basic (EMEA, APAC, JAPAN ONLY)

Applicable Part Number: B73313

A. Scope of Services

Oracle will make available to you, during the Services Period (defined below), the following Managed Services (“Services”) related to your Oracle RightNow deployment(s) for up to the quantity of hours identified in your order (“Total Hours”):

1. One introductory conference call which is up to thirty (30) minutes in length to:
 - a. Discuss the Managed Services, and
 - b. Review the process by which you may submit requests for Services.
2. Tasks related to your Oracle RightNow deployment(s) which are described in the CX Cloud Managed Services Appendix located at the following location <http://www.oracle.com/us/corporate/contracts/cx-cloud-managed-serv-matrix-2139345.pdf>.

B. Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations

- a. Review the CX Cloud Managed Services Appendix prior to ordering the Services hereunder.
- b. Contact Oracle’s Professional Services Project Manager during the Services Period to request and schedule the performance of Services pursuant to the process described to you during the introductory conference call.
- c. Maintain a current subscription to applicable Oracle Cloud Services for the duration of the Services Period.

2. Project Assumptions

- a. During the Services Period, the following resources will be assigned to perform the Services:
 - i. Access to a pool of Consultants; Technical and/or Functional.
- b. All Services will be performed remotely from any of Oracle’s global offices at Oracle’s discretion.
- c. At your request and Oracle’s discretion, Oracle may agree to conduct an onsite visit(s) during the Services Period. You are responsible for any travel and out-of-pocket expenses incurred by Oracle related to providing any on-site Services.
- d. Your Total Hours ordered must be a minimum of twenty (20) Total Hours.
- e. Total Hours shall be consumed based on actual time Oracle spends performing Services, including the actual time Oracle spends estimating your request(s) for Services.

C. Services Period

The Services will be made available to you beginning on i) the date of this order, if your Oracle RightNow deployment(s) are deployed (as determined by Oracle) as of the date of this order, or ii) the date of your introductory workshop described in Section A above, if your Oracle RightNow deployment(s) are not deployed (as determined by Oracle) as of the date of this order, and for twelve (12) months thereafter (the “Services Period”). In the event the Total Hours have not been used within the Services Period, such unused hours will be automatically forfeited by you, with no further action required of either party, and you shall not be entitled to any refund, or any credit toward additional or other

services, for any unused portion of the Total Hours. You may not use the Total Hours for any services other than Services described herein for your Oracle RightNow deployment(s).

Oracle RightNow Data Export Service

Applicable Part Numbers: B68987

Oracle will provide the following services (“Services”) related to export of the data from your Oracle Service Cloud (RightNow) Environment

- Conduct a project kickoff call with your project manager to review the project tasks, delivery options and estimated timeline;
- Export data from one (1) Oracle Service Cloud site that you own in MySQL format based on one (1) of the following options:
 - Full Data Base with Attachments
 - Full Data Base without Attachments
 - Export of data from upto ten (10) Specific Tables
 - Export of Data Base Schema (no data)
- Provide you with up to eight (8) hours of remote assistance within 30 (thirty) calendar days of delivering the data export, to address your questions or assist with the download/decryption of the data files.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- You are responsible for your own data cleansing (i.e., record deduplication, field format standardization, etc.), file formatting, data transformation and usage.
- You are responsible for performing all workstation desktop installation procedures to download the data files

Project Assumptions

- Data will be accessible to you via the WebDAV protocol. A username & password will be provided to the client for access to their data. Oracle recommends the client communicate over secure sockets layer (“SSL”) using this method. If the expected size of the data exceeds reasonable amount (as per prevailing guidelines of Oracle Cloud Operations) for WebDAV protocol, you will be requested to provide an external hard drive for transfer of data.
- Any files that Oracle exports from your Oracle cloud services environment and made available to you via the WebDAV protocol will not be accessible to you three (3) weeks after the date export has been completed and you are notified of its availability
- No additional criteria or filters would be applied while exporting the data.
- Data Export start date can only be in the future. Past dated cut-off for data export cannot be applied.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including importing the above data into any other database) are considered out of scope.

The Services must be used within six (6) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein. A one-time invoice will be raised upfront and you are required to pay the invoice in full, before the commencement of services.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Learning Credits (Available for LEC-Countries Only)

Applicable Part Numbers: D12734

A Learning Credits account is a prepaid commitment or a deposit of funds from which the customer can acquire education products and services offered in the Oracle University online catalog posted at education.oracle.com.

Learning Credits may only be used to acquire products and services at the list price in effect at the time the customer orders the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when the customer acquires the relevant product or service. The list price will be reduced by applying the Learning Credits discount specified at the time of the customer's Learning Credits purchase. Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to a customer's order; however, the discount specified in the customer's order will not be applied to such taxes, materials and/or expenses. Learning Credits are valid for a period of 12 months from the date the customer's order is accepted by Oracle, and the customer must acquire products and must use any acquired services prior to the end of such period. A customer may only use Learning Credits in the country in which they were acquired, may not use them as a payment method for additional Learning Credits, and may not use different Learning Credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning Credits are non-transferable and non-assignable. A customer may be required to execute standard Oracle ordering materials when using Learning Credits to order products or services.

Learning Credits accounts will be suspended if payment is not received per the invoice terms of payment. A minimum purchase of \$5000 USD price indexed worth of Learning Credits is required for each Learning Credits order.

Oracle Virtual Private Network Setup Fee Cloud Service

Applicable Part # B70817

You agree that Oracle may access your systems using a Virtual Private Network ("VPN"). Oracle shall assist you with VPN configuration and set up of the network connection between Oracle and your facility. The set up fee is required for each connection.

Travel & Expense Estimate (Available for US Public Sector Only)

Applicable Part Number: GOV-TE-1203

Available North America only

The Travel & Expense Estimate provides our public sector Customers and resellers the ability to include an estimated budget amount to fund travel and related expenses associated with Oracle RightNow's delivery of services. Oracle will invoice actual travel and expenses on a monthly basis. If Customer is a United States Federal Government agency, Oracle will invoice travel and expenses according to the Federal Travel Regulation ("FTR") for Federal Civilian agencies and the Joint Federal Travel Regulation ("JFTR") for Department of Defense organizations. If Oracle's actual travel and related expenses exceed the Travel & Expense Estimate, Oracle will secure approval from Customer or reseller prior to incurring additional expenses.

APPENDIX – RETIRED PROFESSIONAL SERVICES

Oracle Live Help Chat Cloud Service Implementation (Small)

Applicable Part Number: B72732

Available in North America only

Description of Services

Oracle will provide you with up to twenty-four (24) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle Live Help Cloud Service (“Live Help”) chat functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Live Help;
- Review and assist you with the configuration of the web portal rules within Live Help;
- Assist you with defining and creating up to ten (10) Live Help rules (“Live Help Rules”);
- Assist you with testing the Live Help Rules;
- Assist you with deploying Live Help into your production environment (“Go-Live”); and
- Provide you with up to four (4) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Live Help Chat Cloud Service Implementation (Medium)

Applicable Part Number: B72733

Available in North America only

Description of Services

Oracle will provide you with up to fifty-three (53) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle Live Help Cloud Service (“Live Help”) chat functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Live Help;
- Review and assist you with the configuration of the web portal rules within Live Help;
- Assist you with defining and creating up to fifty (50) Live Help rules (“Live Help Rules”);
- Assist you with testing the Live Help Rules;
- Assist you with deploying Live Help into your production environment (“Go-Live”); and
- Provide you with up to six (6) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further each agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Live Help Click-to-Call Cloud Service Implementation (Small)

Applicable Part Number: B72734

Available in North America only

Description of Services

Oracle will provide you with up to twenty-four (24) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle Live Help Cloud Service (“Live Help”) click-to-call functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Live Help;
- Review and assist you with the configuration of the web portal rules within Live Help;
- Assist you with defining and creating up to ten (10) Live Help rules (“Live Help Rules”);
- Assist you with testing the Live Help Rules;
- Assist you with deploying Live Help into your production environment (“Go-Live”); and
- Provide you with up to four (4) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle Live Help Click-to-Call Cloud Service Implementation (Medium)

Applicable Part Number: B72735

Available in North America only

Description of Services

Oracle will provide you with up to fifty-three (53) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle Live Help Cloud Service (“Live Help”) click-to-call functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Live Help;
- Review and assist you with the configuration of the web portal rules within Live Help;
- Assist you with defining and creating up to fifty (50) Live Help rules (“Live Help Rules”);
- Assist you with testing the Live Help Rules;
- Assist you with deploying Live Help into your production environment (“Go-Live”); and
- Provide you with up to six (6) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Live Help FTP Data Feed Cloud Service Implementation (Initial year)

Applicable Part Number: B72736

Available in North America only

Description of Services

Oracle will provide to you with the following services (“Services”) related to the implementation of your Oracle Live Help Cloud Service (“Live Help”) File Transfer Protocol (“FTP”) data feed functionality:

- A. FTP Data Feed Configuration and Deployment Assistance. Oracle will provide to you up to seven (7) hours of remote assistance with the following:
 - Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
 - Configure the data feed functionality (“FTP Data Feed”) of your transactional data stored in the Live Help data tables (“Transactional Data”). The FTP Data Feed will be designed to

transfer the Transactional Data to an Oracle FTP server in a single zip file consisting of one (1) file for each Transactional Data table (“Transactional Data Files(s)”);

- Establish an account for your use to retrieve the Transactional Data Files from the Oracle FTP server;
- Assist you with testing the FTP Data Feed; and
- Deploy the FTP Data Feed to the Oracle FTP server and make the Oracle FTP server available to you for the sole purpose of retrieving the Transactional Data Files as described below (“Initial FTP Data Feed”).

- B. **Daily Export.** For a period of twelve (12) consecutive months commencing upon the Initial FTP Data Feed, unless otherwise stated in your order (“Professional Services Period”), Oracle will perform a daily export of the Transactional Data to the Oracle FTP server in a single zip file as described in Section A. above. Each such export will include only such Transactional Data added or changed since the previous daily export provided in connection with the Services described in this Section B. During the Professional Services Period Oracle will make the Oracle FTP server available to you for the sole purpose of retrieving the Transactional Data Files as described in this Section B.

The Services stated in Section A, including the Initial FTP Data Feed, must be used within six (6) months from your order’s signature date. If you fail to use the services set forth in Section A as stated in the immediate preceding sentence within such six (6) month period all the Services set forth in this order will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. Further, any Services set forth in Section B not used within the Professional Services Period, as defined above, will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Generate a secure shell (“SSH”) version 2 RSA or DSA type key pair and provide public half of the key pair to Oracle.
- Procure and maintain any equipment, labor and/or services necessary to establish and maintain your network connectivity to the Oracle server.
- On a daily basis, retrieve the Transactional Data Files from the Oracle FTP server using Secure File Transfer Protocol (“SFTP”) and delete the Transactional Data Files from the Oracle FTP server after successful retrieval.
- Maintain a separate repository of all Transactional Data Files you have retrieved from the Oracle FTP server during the Professional Services Period.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- The Services shall utilize the SSH public/private key security protocol.

- In the event of a failed daily export to the Oracle FTP server, all Transactional Data for the period covered by such failed daily export will be included in the subsequent successful daily export.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Live Help FTP Data Feed Cloud Service Implementation (Subsequent years)

Applicable Part Number: B72737

Available in North America only

Description of Services

For a period of twelve (12) consecutive months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"), Oracle will perform a daily export of your transactional data stored in the Oracle Live Help Cloud Service ("Live Help") data tables ("Transactional Data"). Transactional Data will be transferred to an Oracle File Transfer Protocol ("FTP") server in a single zip file consisting of one (1) file for each Transactional Data table ("Transactional Data Files(s)"). Each such export will include only such Transactional Data added or changed since the previous daily export provided in connection with the Services. During the Professional Services Period Oracle will make the Oracle FTP server available to you for the sole purpose of retrieving the Transactional Data Files as described in this Section.

The Services must be used within the Professional Services Period, unless otherwise stated in your order. Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Generate a secure shell ("SSH") version 2 RSA or DSA type key pair and provide public half of the key pair to Oracle.
- Procure and maintain any equipment, labor and/or services necessary to establish and maintain your network connectivity to the Oracle server.
- On a daily basis, retrieve the Transactional Data Files from the Oracle FTP server using Secure File Transfer Protocol ("SFTP") and delete the Transactional Data Files from the Oracle FTP server after successful retrieval.
- Maintain a separate repository of all Transactional Data Files you have retrieved from the Oracle FTP server during the Professional Services Period.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.

- All communications and documentation will be in English.
- The Services shall utilize the SSH public/private key security protocol.
- In the event of a failed daily export to the Oracle FTP server, all Transactional Data for the period covered by the failed daily export will be included in the subsequent successful daily export.
- Your Live Help daily transactional data feed functionality has been previously configured as required to perform the Services.
- Any services not expressly included in the above description of Services (including third-party web analytics integration, custom JavaScript implementation and reconfiguration of or modification to the previously configured Live Help data feed functionality) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Live Help Data Post Cloud Service Implementation (Initial year)

Applicable Part Number: B72738

Available in North America only

Description of Services

Oracle will provide to you the following services (“Services”) related to the implementation of your Oracle Live Help Cloud Service (“Live Help”) data post functionality:

- A. Data Post Configuration and Deployment Assistance. Oracle will provide to you up to seven (7) hours of remote assistance with the following:
 - Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
 - Configure the data post functionality (“Data Post”) of your transactional data stored in the data tables of Live Help (“Transactional Data”). The Data Post will be designed to contain a Transactional Data record for each Live Help transaction (“Live Help Transaction Record”) and will utilize standard industry Representational State Transfer (“REST”) and HTTP protocol methods;
 - Assist you with testing the Data Post; and
 - Deploy the Data Post to the Internet Protocol (“IP”) address provided by you to Oracle (“Initial Data Post”).
- B. Live Help Transaction Data Post. For a period of twelve (12) consecutive months commencing upon the first day of Initial Data Post, unless otherwise stated in your order (“Professional Services Period”), Oracle will perform a Data Post for each Live Help Transaction Record and will transfer such Data Post to the IP address provided by you to Oracle. In the event of a failed Data Post of a Live Help Transaction Record, Oracle will attempt to resend the Data Post for such Live Help Transaction Record up to two (2) more times provided your receiving system is capable of receiving duplicate Data Posts. In the event your system does not allow duplicate Data Posts or a Data Post fails on Oracle’s third delivery attempt, Oracle will no longer be obligated to continue further attempts to deliver such Data Post. At such time, Oracle will retain the Live Help Transaction Record of such Data Post for a period of up to seventy-two (72) hours from the time of the third failed Data Post attempt (“Data Post Retention Period”). You may contact Oracle technical support during the Data Post Retention Period to request that the Live Help Transaction Record be released to Oracle technical support and you may work with Oracle technical support for the purpose of reposting the Live Help Transaction. If you fail to contact

Oracle technical support for the purpose of reposting the Live Help Transaction during the Data Post Retention Period, Oracle will have no further obligation with regard to such Live Help Transaction Record. During the Professional Services Period, Oracle also will monitor and maintain the Data Post, as necessary, to perform the Services under this Section B.

The Services stated in Section A, including the Initial Data Post, must be used within six (6) months from your order's signature date. If you fail to use the services set forth in Section A as stated in the immediate preceding sentence within such six (6) month period all the Services set forth in this order will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. Further, any Services set forth in Section B not used within the Professional Services Period, as defined above, will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide an IP address to which Oracle shall deliver the Data Posts for the Live Help Transaction Records.
- Monitor the IP address provided to Oracle to confirm your successful receipt of the Data Post for each Live Help Transaction Record from Oracle.
- Contact Oracle Technical Support immediately upon your identification of a third failed Data Post. attempt by Oracle if you require reposting of the failed delivery of such Live Help Transaction Record.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Live Help Data Post Cloud Service Implementation (subsequent years)

Applicable Part Number: B72739

Available in North America only

Description of Services

For a period of twelve (12) consecutive months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"), Oracle will perform a data post ("Data Post") of your transactional data record stored in the data tables of Live Help for each Live Help transaction

occurring (“Live Help Transaction Record”). Data Posts will utilize standard industry Representational State Transfer (“REST”) and HTTP protocol methods. Oracle will transfer the Data Post to the Internet Protocol (“IP”) address provided by you to Oracle. In the event of a failed Data Post of a Live Help Transaction Record, Oracle will attempt to resend the Data Post for such Live Help Transaction Record up to two (2) more times provided your receiving system is capable of receiving duplicate Data Posts. In the event your system does not allow duplicate Data Posts or a Data Post fails on Oracle’s third delivery attempt, Oracle will no longer be obligated to continue further attempts to deliver such Data Post. At such time, Oracle will retain the Live Help Transaction Record of such Data Post for a period of up to seventy-two (72) hours from the time of the third failed Data Post attempt (“Data Post Retention Period”). You may contact Oracle technical support during the Data Post Retention Period to request that the Live Help Transaction Record be released to Oracle technical support and you may work with Oracle technical support for the purpose of reposting the Live Help Transaction. If you fail to contact Oracle technical support for the purpose of reposting the Live Help Transaction during the Data Post Retention Period, Oracle will have no further obligation with regard to such Live Help Transaction Record. During the Professional Services Period, Oracle also will monitor and maintain the previously configured Data Post functionality, as necessary, to perform the Services.

The Services must be used within the Professional Services Period, unless otherwise stated in your order. Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide an IP address to which Oracle shall deliver the Data Posts for the Live Help Transaction Records.
- Monitor the IP address provided to Oracle to confirm your successful receipt of the Data Post for each Live Help Transaction Record from Oracle.
- Contact Oracle Technical Support immediately upon your identification of a third failed Data Post attempt by Oracle if you require reposting of the failed delivery of such Live Help Transaction Record.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Your Live Help Data Post has been previously configured as required to perform the Services.
- Any services not expressly included in the above description of Services (including third-party web analytics integration, custom JavaScript implementation and reconfiguration of or modification to the previously configured Live Help Data Post functionality) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Oracle RightNow Outsourced Solution Administration Managed Service Monthly Block

Applicable Part Numbers: OSAO-T1M16-1203, OSAO-T2M16-1203, OSAO-T3M16-1203, OSAO-T4M16-1203, B69007, B69008, B69009, B69010, B69011, B69012, B69013, B69014

Available in EMEA Only

Oracle RightNow Outsourced Solution Administration Managed Service Monthly Block is designed for Customers that would like to use an Oracle RightNow resource to outsource the administration of their Oracle RightNow deployment. A named Oracle RightNow Professional Services resource will be assigned to help administer the Customer's application with specifics to be determined based on the Customer's business needs. A single unit of this package includes up to 16 hours of OSA services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. OSA services are limited to the configuration items listed in the Outsourced Solution Administration Appendix for EMEA located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for travel and expenses in the event of an onsite visit.

Oracle RightNow Cloud Managed Service 4 Hour Monthly Block

Applicable SKUs: CXMS-M4-1203, B69002

Available Globally

Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is designed for Customers that would like to use Oracle RightNow resources to manage, monitor and administer their Oracle RightNow deployment. Named Oracle RightNow Professional Services resources will be assigned to implement functional requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the Oracle RightNow resources will proactively suggest ways to improve your Oracle RightNow deployment and customer experience. A single unit of this package includes up to 4 hours of managed services per month for a set term. Up to 3 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for travel and expenses in the event of an onsite visit. Development services are not included and must be purchased separately.

Oracle RightNow Cloud Managed Service 16 Hour Monthly Block

Applicable SKUs: CXMS-T1M16-1203, CXMS-T2M16-1203, CXMS-T3M16-1203, CXMS-T4M16-1203, B69003, B69004, B69005, B69006

Available Globally

The Oracle RightNow Cloud Managed Service 16 Hour Monthly Block is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 16 hours of managed services per month for a set term. Up to 10 blocks can be

purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. Oracle RightNow Cloud Managed Service 16 Hour Monthly Block are limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for travel and expenses in the event of an onsite visit.

Oracle RightNow Cloud Managed Services Pool

Applicable Part Numbers: CXMS-P-1203, B68999, B69000, B69001

Available Globally

The Oracle RightNow Cloud Managed Services Pool is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their Oracle RightNow deployment. Named Oracle RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the Oracle RightNow resources will proactively suggest ways to improve your Oracle RightNow deployment and customer experience.

A single unit equals 1 hour of managed services. A minimum of 50 units must be purchased. Hours must be consumed at a minimum rate per month of 1/24th of total unit purchase. No more than 200 units per month can be utilized. All units must be utilized within a customer's then current Service Period, Hosting Term or maintenance support period (co-term) or will expire. If the Customer utilizes units beyond the allotted annual allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 25% Quality Assurance time from within the Managed Services block of purchased hours. Managed services are limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for travel and expenses in the event of an onsite visit.

Oracle RightNow Universal Credits

Applicable Part Numbers: UNCR-E1-1203, B69018

Oracle RightNow Universal Credits are prepaid credits that you may apply towards Oracle RightNow Professional Services fees and related expenses for such professional services ("Universal Credits"). Universal Credits may not be applied toward education services from Oracle University or any other Oracle services. Universal Credits expire one (1) year from the date of purchase ("credit expiration date"). Any Oracle RightNow professional services funded with Universal Credits must be utilized prior to the credit expiration date. Any portion of the Universal Credits that are not used prior to the credit expiration date will be automatically forfeited by you on the credit expiration date, with no further action required of either party, and you shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the Universal Credit. Universal Credits are non-transferable and non-assignable. You will be required to execute an Oracle ordering document(s) when using Universal Credits to fund services. Oracle RightNow public sector customers are not eligible to purchase Universal Credits.

Oracle RightNow General Optimization Engagement Onsite Service - Onsite

Applicable Part Numbers: OE2-1203, B68995

Through onsite consulting, Oracle RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with Oracle RightNow best practices. Oracle RightNow will take into consideration the following areas to ensure Customer is using Oracle RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. Oracle RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. Oracle RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one Oracle RightNow module. Customer is responsible for travel and expenses for the onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- Optimization Report, including documentation of initial interview with customer administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

Add-On: Co-Browse (1st Interface)

Applicable Part Number: B68957

Description of Services

Oracle will provide you with up to fifteen (15) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Co-Browse module (“Co-Browse”) for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Provide one (1) web conference for up to one (1) hour to demonstrate the functionality of Co-Browse;
- Assist you to configure the first interface for Co-Browse (“First Interface”) which may include the following:
 - Agent permission settings.
 - Customer portal Co-Browse look-and-feel updates (message base and logo);
 - Co-Browse control to two (2) existing chat workspaces;
 - Co-Browse control to two (2) existing incident workspaces;
 - Enablement of up to ten (10) profiles for Co-Browse workspaces;
 - Testing of Co-Browse for associated profiles;
 - Up to twenty five (25) standard Text/Hotkeys;
 - Up to ten (10) chat rules(routing to queues only);
 - Up to three (3) chat agent statuses, navigation sets and account profile settings;
 - Up to ten (10) staff accounts; and
 - Configuration of Co-Browse remote support feature; and
- Assist you with deploying the First Interface into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Co-Browse (Each Additional Interface)

Applicable Part Number: B68958

Description of Services

Oracle will provide you with up to six (6) hours of remote assistance with the following services ("Services") related to your Oracle RightNow Co-Browse module ("Co-Browse) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Provide one (1) overview demonstration of the functionality of Co-Browse.
- Assist you to configure an additional interface for Co-Browse ("Additional Interface") which may include the following:
 - Agent permission settings;
 - Customer portal Co-Browse look-and-feel updates (message base and logo);
 - Additional Co-Browse control to two (2) existing chat workspaces;
 - Additional Co-Browse control to two (2) existing incident workspaces;
 - Enablement of up to ten (10) profiles for Co-Browse workspaces;
 - Testing of Co-Browse for associated profiles;
 - Up to twenty five (25) Standard text/hotkeys;
 - Up to ten (10) chat rules (routing to queues only);

- Up to three (3) chat agent statuses, navigation sets and account profile settings;
- Up to ten (10) staff accounts; and
- Configuration of Co-Browse remote support feature; and
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase services for the Co-Browse (1st Interface), Applicable Part Number: B68957.

Project Assumptions

- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: Co-Browse Security Bundle (Delivered by LiveLook)

Applicable Part Number: B68959

Description of Services

Oracle will provide you with up to four (4) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Co-Browse Security Bundle (Delivered by LiveLook) module (“Co-Browse Security”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;

- Assist you with the configuration of masking or limited sharing Co-Browse Security settings applied for up to ten (10) configuration items; and
- Assist you with deploying Co-Browse Security into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle RightNow Incident Forwarding to External System

Applicable SKU: B68981 – Retired December 2012

Oracle RightNow Incident Forward and Track

Applicable SKU: B68982 – Retired December 2012

Oracle RightNow Intent Guide Managed Service for Application Support

Applicable SKU: B69016 – Retired December 2012

Oracle RightNow Intent Guide Managed Service for Content Support

Applicable SKU: B69017 – Retired December 2012

Oracle RightNow Intent Guide Implementation

Applicable SKU: B68983- Retired March 2014

Oracle RightNow Data Import Service

Applicable SKU: B68986- Retired March 2014

Oracle RightNow Cloud Implementation Services

Add on: Customer Portal Technical Coaching ("Do-IT-Yourself") - B68950

Add on: Technical Coaching-API- B68976

Add on: Technical Coaching - Single Sign On (SAML/PTA) - B68977

Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Incident Management

Applicable Part Number: B68944

Description of Services

Oracle will provide you with up to one hundred and thirty (130) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle RightNow Knowledge Management module ("Knowledge Management") and Oracle RightNow Incident Management module ("Incident Management") in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of a single English-language based interface as follows:
 - Up to thirty (30) products, categories, or dispositions;
 - Up to three (3) staff account profiles and navigation sets;
 - Up to ten (10) staff accounts;
 - Up to ten (10) task, organization, or contact rules;
 - Up to one (1) workspace each for tasks, organizations, and contacts; and
 - Up to twenty (20) custom fields on the relevant objects.
- Assist you with the configuration of Knowledge Management functionality as follows:
 - Up to six (6) answer statuses;
 - Up to four (4) answer access levels;
 - Up to four (4) answer rules;
 - Up to twenty (20) individual answers; and
 - Up to one (1) answer workspace.
- Assist you with the configuration of Incident Management functionality as follows:
 - Up to six (6) queues;
 - Up six (6) incident statuses;
 - Up to two (2) service mailboxes;
 - Up to eight (8) incident rules;
 - Up to ten (10) standard text messages; and
 - Up to one (1) incident workspace.
- Assist you with deploying Knowledge Management and Incident Management into your production services environment ("Go-Live");
- Provide you with up to twelve (12) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist you with issue resolution related to your implementation of Knowledge Management and Incident Management; and
- Provide you with up to four (4) hours of assistance to review Reports Explorer, analytics reports and dashboards for Knowledge Management and Incident Management.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Standalone Chat

Applicable Part Number: B68945

Description of Services

Oracle will provide you with up to one hundred and ten (110) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle RightNow Knowledge Management module ("Knowledge Management") and Oracle RightNow Standalone Chat module ("Chat") in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of a single English-language based interface as follows:
 - Up to three (3) staff account profiles and navigation sets;
 - Up to ten (10) staff accounts;
 - Up to ten (10) task or organization rules;
 - Up to one (1) Chat support hour; and
 - Up to one (1) workspace each for tasks, organizations, and contacts.
- Assist you with the configuration Knowledge Management functionality as follows:
 - Up to six (6) answer statuses;
 - Up to four (4) answer access levels;
 - Up to four (4) answer rules;

- Up to twenty (20) individual answers, and
- Up to one (1) answer workspace;
- Assist you with the configuration of Chat functionality as follows:
 - Up to three (3) Chat queues;
 - Up to four (4) Chat rules;
 - Up to ten (10) standard text messages;
 - Up to one (1) Chat agent workspace;
 - Up to one (1) Chat supervisor workspace;
 - Up to one (1) Chat sidebar; and
 - Up to one (1) Chat sessions workspace.
- Assist you with deploying Knowledge Management and Chat into your production services environment (“Go-Live”);
- Provide you with up to twelve (12) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist you with issue resolution related to your implementation of Knowledge Management and Chat; and
- Provide you with up to four (4) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Knowledge Management and Chat.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management

Applicable Part Number: B68946

Description of Services

Oracle will provide you with up to ninety (90) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Knowledge Management (“Knowledge Management”) module in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of a single English-language based interface as follows:
 - Up to three (3) staff account profiles and navigation sets;
 - Up to ten (10) staff accounts;
 - Up to ten (10) task or organization rules; and
 - Up to one (1) workspace each for tasks, organizations, and contacts.
- Assist you with the configuration of Knowledge Management functionality as follows:
 - Up to six (6) answer statuses;
 - Up to four (4) answer access levels;
 - Up to four (4) answer rules;
 - Up to twenty (20) individual answers; and
 - Up to one (1) answer workspace.
- Assist you with deploying Knowledge Management into your production services environment (“Go-Live”);
- Provide you with up to twelve (12) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist you with issue resolution related to your implementation of Knowledge Management; and
- Provide you with up to four (4) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Knowledge Management.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Managing Multiple Interfaces (First Additional Interface)

Applicable Part Number: B68947

Description of Services

Oracle will provide you with up to thirty two (32) hours of remote assistance with the following services ("Services") related to your Oracle RightNow Managing Multiple Interfaces module ("MMI") for the implementation of your First Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Provide you with an overview of configuration settings for MMI;
- Assist you with the configuration of a single interface for MMI ("First Additional Interface");
- Assist you with deploying the First Additional Interface into your production services environment ("Go-Live");
- Provide you with up to four (4) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist you with issue resolution related to your implementation of MMI; and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for MMI.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for the First Additional Interface only. Services for any other interface(s) are considered out of scope.
- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.

- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Managing Multiple Interfaces (Each Additional Interface after 1st)

Applicable Part Number: B68948

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Managing Multiple Interfaces module (“MMI”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Provide you with an overview of configuration settings for MMI;
- Assist you with the configuration of one (1) additional Interface for MMI (“Additional Interface”); and
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for Managing Multiple Interfaces (First Additional Interface), Applicable Part Number: B68947.

Project Assumptions

- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.

- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Customer Portal (Standard Widgets) – Single Interface/ Page Set

Applicable Part Number: B68949

Description of Services

Oracle will provide you with up to twenty (20) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Customer Portal (Standard Widgets)-Single Interface/Page Set module (“CP Standard Widgets”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- At a time mutually agreed to by the project managers, participate in an up to two (2) hour telephone conference with your project manager and an Oracle consultant (“Review Session”) to review your configuration requirements for the CP Standard Widgets;
- Assist you to configure the CP Standard Widgets based upon your configuration requirements obtained during the Review Session; and
- Participate in an up to (1) hour web conference with your RightNow administrators and an Oracle consultant to review the final configuration of the CP Standard Widgets.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- Any addition or edits to code involving HTML or Cascading Style Sheets are considered out of scope. The creation of any custom widgets are also considered out of scope.
- The Services are for a single language interface and a single page set only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.

- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Customer Portal Branding and Styling (Level 1)

Applicable Part Number: B68951

Description of Services

Oracle will provide you with up to twenty five (25) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Customer Portal Branding and Styling (Level 1) module (“Customer Portal Branding and Styling (Level 1)”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Prepare a set of visual mockups of your Oracle RightNow Customer Portal for a basic header navigation, side bar navigation, and/or footer links, to align with your current website identified by you, and components including logos, graphics, fonts, colors, and icons for up to two (2) customer portal widgets; and
- Assist you with deploying Customer Portal Branding and Styling (Level 1) into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide the assets required for the performance of Services including, without limitation, images, Cascading Style Sheets (“CSS”), and/or HTML code.
- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase services for Customer Portal (Standard Widgets) - Single Interface/ Page Set, Applicable Part Number: B68949.

Project Assumptions

- The services included as part of the Customer Portal Standard Widgets, Applicable Part Number: B68949 must be completed prior to beginning the Services.

- The Services are for a single interface and a single page set only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration, custom JavaScript implementation and visual look-and-feel branding based on screen mockups) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Customer Portal Branding and Styling (Level 2)

Applicable Part Number: B68952

Description of Services

Oracle will provide you with up to sixty five (65) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Customer Portal Branding and Styling (Level 2) module (“Customer Portal Branding and Styling (Level 2)”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Prepare a set of visual mockups for a basic header navigation, side bar navigation, and or footer links, to align with your current web- site identified by you, and components including logos, graphics, fonts, colors, and icons for up to six (6) customer portal widgets; and
- Assist you with deploying Customer Portal Branding and Styling (Level 2) into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide assets to Oracle for this add-on service. These assets include images, Cascading Styling Sheets (“CSS”), and/or HTML code.
- Provide Oracle access to your test environment required for the performance of Services
- Perform all workstation desktop installation procedures.
- Prior to the performance of the Services, you must have purchased the services for and deployed into your production services environment the Customer Portal (Standard Widgets) - Single Interface/ Page Set, Applicable Part Number: B68949.

Project Assumptions

- The services included as part of the Customer Portal Standard Widgets, Applicable Part Number: B68949 must be completed prior to beginning of the Services.
- This add-on is applicable for a single interface and a single page set only.
- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration, custom JavaScript implementation and visual look-and-feel branding based on screen mockups) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Feedback/Closed Incident Survey (1st Interface)

Applicable Part Number: B68953

Description of Services

Oracle will provide you with up to twenty two (22) hours of remote assistance with the following services ("Services") related to your Oracle RightNow Feedback/Closed Incident Survey module ("Feedback/Closed Incident Survey") for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to configure the first interface for the Feedback/Closed-Incident Survey ("First Interface");
- Assist you in adding Feedback/Closed Incident Survey components to navigation sets and account profile settings;
- Review of configured questions and surveys, Feedback/Closed Incident Survey components in workspaces, feedback business rules, Controlling the Assault of Non-Solicited Pornography And Marketing Act of 2003 compliance, survey by proxy, and topic monitoring configuration settings;
- Assist you with deploying the First Interface into your production services environment ("Go-Live"); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports for Feedback/Closed Incident Survey.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Feedback/Closed Incident Survey (Each Additional Interface)

Applicable Part Number: B68954

Description of Services

Oracle will provide you with up to eleven (11) hours of remote assistance with the following services ("Services") related to your Oracle RightNow Feedback/Closed Incident Survey module ("Feedback/Closed Incident Survey") for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to configure one (1) additional interface for the Feedback/Closed-Incident Survey ("Additional Interface");
- Assist you in adding Feedback/Closed Incident Survey components to navigation sets and account profile settings;
- Review of configured questions and surveys, Feedback/Closed Incident Survey components in workspaces, feedback business rules, Controlling the Assault of Non-Solicited Pornography And Marketing Act of 2003 compliance, survey by proxy, and topic monitoring configuration settings;
- Assist you with deploying the Additional Interface into your production services environment ("Go-Live"); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports for Feedback/Closed Incident Survey.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused

portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Feedback/Closed Incident Survey (1st Interface), Applicable Part Number: B68953.

Project Assumptions

- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Chat (1st Interface)

Applicable Part Number: B68955

Description of Services

Oracle will provide you with up to thirty two (32) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle RightNow Chat module ("Chat") in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of a single English-language based interface as follows:
 - Up to three (3) staff account profiles and navigation sets;
 - Up to one (1) Chat support hours; and
 - Up to ten (10) staff accounts;
- Assist you with the configuration of Chat functionality as follows:
 - Up to three (3) Chat queues;
 - Up to four (4) Chat rules; and
 - Up to ten (10) standard text messages;
 - Up to one (1) Chat agent workspace;
 - Up to one (1) Chat supervisor workspace; and
 - Up to one (1) Chat sidebar, and one (1) Chat sessions workspace.

- Assist you with deploying Chat into your production services environment (“Go-Live”);
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Chat; and
- Provide you with up to three (3) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist you with issue resolution related to your implementation of Chat.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Chat (Each Additional Interface)

Applicable Part Number: B68956

Description of Services

Oracle will provide you with up to fifteen (15) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Chat module (“Chat”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to configure one (1) additional interface for Chat to add your logo and web-site styling including colors and fonts. (“Additional Interface”);
- Review configuration of basic functionality of Chat;
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports of Chat; and

- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Chat (1st Interface), Applicable Part Number: B68955.

Project Assumptions

- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.
- HTML and Cascading Style Sheets code changes are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Cloud Monitor (1st Interface)

Applicable Part Number: B68960

Description of Services

Oracle will provide you with up to sixteen (16) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Cloud Monitor module (“Cloud Monitor”) for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference call with your project manager to review the Services and estimated timeline;
- Assist you to configure the first interface for Cloud Monitor (“First Interface”) as follows:
 - Up to five (5) staff accounts/groups;
 - Up to two (2) user profiles;
 - Up to two (2) workspaces;

- Up to two (2) navigation sets;
- Up to five (5) workflow routing rules; and
- Up to five (5) products, five (5) categories, and five (5) incident dispositions.
- Review with your RightNow administrators the data removal rules, incident creation process and search functionality;
- Assist you with deploying the First Interface into your production services environment (“Go-Live”); and
- Review with your RightNow administrators the Cloud Monitor analytics.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Cloud Monitor (Each Additional Interface)

Applicable Part Number: B68961

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Cloud Monitor module (“Cloud Monitor”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to configure an additional interface for Cloud Monitor (“Additional Interface”) as follows:

- Up to five (5) staff accounts/groups;
- Up to two (2) user profiles;
- Up to two (2) workspaces;
- Up to two (2) navigation sets; and
- Up to five (5) workflow routing rules; and
- Up to five (5) products, five (5) categories, and five (5) incident dispositions.
- Review with your RightNow administrators the data removal rules, incident creation process and search functionality;
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”); and
- Review with your RightNow administrators the Cloud Monitor analytics.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Cloud Monitor (1st Interface), Applicable Part Number: B68960.

Project Assumptions

- The Services are for a single interface only.
- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: Dynamic Agent Workspaces/Workflow (1st Interface)

Applicable Part Number: B68962

Description of Services

Oracle will provide you with up to twenty four (24) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Dynamic Agent Workspaces/Workflow module (“Dynamic Agent Workspaces/Workflow”) for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure the first interface for the Dynamic Agent Workspaces/Workflow (“First Interface”) as follows:
 - Business process mapping for up to two (2) common use cases;
 - Up to ten (10) contextual workspaces, each including up to twenty (20) workspace rules; and
- Configure up to two (2) workflows;
- Assist you with deploying the First Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer, analytics reports and dashboards for Dynamic Agent Workspaces/Workflow.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Dynamic Agent Workspaces/Workflow (Each Additional Interface)

Applicable Part Number: B68963

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Dynamic Agent Workspaces/Workflow module (“Dynamic Agent Workspaces/Workflow”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure an additional interface for the Dynamic Agent Workspaces/Workflow (“Additional Interface”) as follows:
 - Business process mapping for up to two (2) common use cases; and
 - Up to ten (10) contextual workspaces, each including up to twenty (20) workspace rules;
- Configure up to two (2) workflows;
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Dynamic Agent Workspaces/Workflow.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Dynamic Agent Workspaces/Workflow (1st Interface), Applicable Part Number: B68962.

Project Assumptions

- The Services are for a single interface only.
- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration (products, categories, rules) shared across all such interfaces.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: Guided Assistance (1st Interface)

Applicable Part Number: B68964

Description of Services

Oracle will provide you with up to twenty four (24) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Guided Assistance module (“Guided Assistance”) for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure the first interface for Guided Assistance (“First Interface”) for up to three (3) guides;
- Assist you with the creation of guide structure and branching for the First Interface;
- Assist you with deploying the First Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer, analytics reports and dashboards for Guided Assistance.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: Guided Assistance (Each Additional Interface)

Applicable Part Number: B68965

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Guided Assistance module (“Guided Assistance”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure an additional interface for Guided Assistance (“Additional Interface”) for up to three (3) guides;
- Assist you with creation of guide structure and branching for the Additional Interface;
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Guided Assistance.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Guided Assistance (1st Interface), Applicable Part Number: B68964.

Project Assumptions

- All interfaces configured for your production services environment will follow a common product configuration pattern, with similar and consistent configuration (products, categories, rules) shared across all such interfaces.
- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Agent Scripting (1st Interface)

Applicable Part Number: B68966

Description of Services

Oracle will provide you with up to twenty four (24) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Agent Scripting module (“Agent Scripting”) for the implementation of your First Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure the first interface for Agent Scripting (“First Interface”) for up to three (3) scripts;
- Review the creation and editing of scripts, adding branches to scripts, script rule, script types, and script header/footer for the First Interface;
- Assist you with deploying the First Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Agent Scripting.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Agent Scripting (Each Additional Interface)

Applicable Part Number: B68967

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Agent Scripting module (“Agent Scripting”) for the implementation of your Additional Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure an additional interface for Agent Scripting (“Additional Interface”) for up to three (3) scripts;
- Review creation and editing of scripts, adding branches to scripts, script rule, script types, and script header/footer for the Additional Interface;
- Assist you with deploying the Additional Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Agent Scripting.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- You must concurrently purchase add-on services for the Agent Scripting (1st Interface), Applicable Part Number: B68966.

Project Assumptions

- All interfaces configured for your Oracle production services environment will follow a common product configuration pattern, with similar and consistent configuration objects (products, categories, rules) shared across all such interfaces.
- The Services are for a single interface only.
- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.
- Analysis, design, and configuration of desktop workflow are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: Outbound (Single Interface)

Applicable Part Number: B68970

Description of Services

Oracle will provide you with up to forty six (46) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Outbound module (“Outbound”) for the implementation of your Single Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure in the agent console one (1) interface for Outbound (“Single Interface”) as follows:
 - Up to two (2) campaigns;
 - Up to two (2) mailings;
 - Up to four (4) audiences; and
 - Up to four (4) documents.
- Review subscription management, tracked link categories, external suppression list, marketing mailboxes, marketing analytics, and incident workspace for the Single Interface;
- Assist you with launching the Single Interface into c production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Outbound.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Sales (Single Interface)

Applicable Part Number: B68971

Description of Services

Oracle will provide you with up to forty six (46) hours of remote assistance with the following services (“Services”) related to your Oracle RightNow Sales module (“Sales”) for the implementation of your Single Interface, as defined below, in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to design and configure one (1) interface for Sales (“Single Interface”);
- Review lead and opportunity management workflow, Forecasting and Sales Process for the Single Interface;
- Review Quota Management and Quote Generation & Quote Templates for the Single Interface;
- Review Product Catalog, Price Schedules, Sales Products and Contact Roles for the Single Interface;
- Assist you with configuring the Single Interface into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review the Reports Explorer and analytics reports and dashboards for Sales.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Using the Data Import Wizard

Applicable Part Number: B68972

Description of Services

Oracle will provide you with up to fourteen (14) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Using the Data Import Wizard module (“Data Import Wizard”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with configuring the Data Import Wizard for batch data uploads of organizations, contacts, incidents, answers, or custom object records into your Oracle RightNow cloud services database;
- Provide you assistance with and provide up to two (2) hours of coaching with regard to the functionality of the Data Import Wizard including import object types, import file types, field mapping, duplicate handling, and import error handling; and
- Provide you with up to two (2) hours of assistance to review Reports Explorer and analytics reports for Data Import Wizard.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Configuring Web Indexer

Applicable Part Number: B68974

Description of Services

Oracle will provide you with up to eighteen (18) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Configuring Web Indexer module (“Web Indexer”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you to configure the Web Indexer including indexing mode, target domains, included and excluded URL patterns, and external documents to be indexed;
- Assist you with deploying Web Indexer into your production services environment (“Go-Live”); and
- Provide you with up to two (2) hours of assistance to review Reports Explorer and analytics reports for Web Indexer.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: Basic Screen Pop

Applicable Part Number: B68975

Description of Services

Oracle will provide you with up to eighteen (18) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Basic Screen Pop module (“Basic Screen Pop”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;

- Assist you to configure Basic Screen Pop functionality for use on the agent desktop;
- Review with you Basic Screen Pop configuration; and
- Assist you with deploying Basic Screen Pop into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add-On: RightNow Self-Service for Facebook Self- and Assisted-Service

Applicable Part Number: B68978

Description of Services

Oracle will provide you with up to sixteen (16) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Self-Service Facebook Self- and Assisted-Service modules (“Facebook Self- and Assisted-Service”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of Facebook Self- and Assisted-Service as follows:
 - Create Facebook canvas application and addition of application (“Support” tab) to existing Facebook page;
 - Up to two (2) workspace modifications;
 - Up to five (5) workflow routing rule modifications; and
 - Up to one (1) community instance, including one (1) forum, one (1) idea center, knowledge collaboration, and automatic post to incident escalation functionality.

- Provide you with coaching with regard to Facebook Self- and Assisted-Service functionality; and
- Assist you with deploying Facebook Self- and Assisted-Service into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party’s project manager to facilitate an efficient delivery of the Services.

Add-On: RightNow Self- Service for Facebook Community

Applicable Part Number: B68979

Description of Services

Oracle will provide you with up to ten (10) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Self-Service for Facebook Community module (“Facebook Community”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of Facebook Community as follows: one (1) community instance, including one (1) forum, one (1) idea center, knowledge collaboration, and automatic post to incident escalation functionality;
- Provide you with coaching with regard to posting a question publically, searching, commenting and rating public posts;
- Provide you with coaching with regard to searching, creating and commenting on ideas;
- Provide you with coaching with regard to commenting on knowledgebase answers; and

- Assist you with deploying Facebook Community into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.
- Prior to the performance of the Services, you must have purchased the services for and deployed into your production services environment for the RightNow Self Service for Facebook Self- and Assisted-Service, Applicable Part Number: B68978.

Project Assumptions

- The Services shall be delivered using Oracle’s Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Add- On: Knowledge Syndication

Applicable Part Number: B68980

Description of Services

Oracle will provide you with up to twelve (12) hours of remote assistance with the following services (“Services”) related to your implementation of the Oracle RightNow Knowledge Syndication module (“Knowledge Syndication”) in your Oracle services environment:

- Conduct an introductory telephone conference kick off call with your project manager to review the Services and estimated timeline;
- Assist you with the configuration of Knowledge Syndication for up to three (3) Knowledge Syndication widgets for one (1) interface;
- Review applicable widget parameters;
- Provide you with coaching with regard to placement of widget code on external web pages; and
- Assist you with deploying Knowledge Syndication into your production services environment (“Go-Live”).

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle RightNow Computer Telephony Integration Discovery Service

Applicable Part Numbers: CTI-DSC-1203, B68997

The Oracle RightNow Computer Telephony Integration Discovery Service is a two-day onsite engagement providing customers with a technical survey to determine the best integrated telephony option for their environment. This survey includes a detailed review of high-level customer requirements and the available and/or planned telephony and network infrastructures. The results of the technical survey are then mapped against the available CTI options and capabilities, resulting in a recommended solution for the customer. Customer is responsible for travel and expenses for the onsite visit.

Elements include:

- Summary Report, including the following:
 - Business Requirements
 - Available and Planned Infrastructure (both Telephony and Network)
 - CTI Recommendation
 - Documentation and sample code (if applicable)
 - Identified software requirements
 - Scope of work and quote (if applicable)
 - Dependencies
 - Assumptions
 - Exclusions

Oracle RightNow Customization Support Services

Applicable Part Number: B74115

Available in North America only

You have ordered Oracle RightNow Customization Support, for Your Oracle RightNow customizations and integrations identified below, for the quantity of hours identified in Your order for Oracle RightNow Customization Support (“Total Hours”). The Oracle RightNow Customization Support services period will commence on Your order’s signature date, unless otherwise stated in Your order, and will continue for a twelve (12) month period (“Customization Support Period”). You must maintain a current subscription to the applicable Oracle Cloud Services for the duration of the Customization Support Period.

The Oracle RightNow Customization Support services are for customizations or integrations to Your Oracle RightNow programs (i) (a) created for You and delivered to You by Oracle pursuant to an order between You and Oracle, or (b) created for You and delivered to You by a third-party where You have provided Oracle with such third-party’s customization design documentation, and (ii) that are tested and accepted by You pursuant to such order between You and Oracle (each a “Supported Customization”). Supported Customizations do not include Excluded Customizations, as identified below. During the Customization Support Period, if You have a Supported Customization that no longer functions in accordance with the requirements in the design specifications set forth in Your order for such Supported Customization You may contact Oracle for Oracle RightNow Customization Support. For the Total Hours, Oracle will assist You (i) with the diagnosis of problems or issues with the Supported Customization, and (ii) resolve the problems or issues so that the Supported Customization performs in all material respects per the requirements in the design specifications set forth in Your order for such Supported Customization.

You will appoint a technical contact as Your liaison between You and Oracle for Oracle RightNow Customization Support. Your technical contact must be knowledgeable about the Supported Customization, the Oracle RightNow programs and Your Oracle RightNow environment. When contacting Oracle for Oracle RightNow Customization Support, Your technical contact must have a baseline understanding of the problem or issue You are encountering and an ability to reproduce the problem or issue in order for Oracle to assist You in the diagnosing and triaging of the problem. To assist Oracle in providing Oracle RightNow Customization Support, You must notify Oracle whenever technical contact responsibilities are transferred to another individual. You shall use commercially reasonable efforts to provide Oracle with the necessary access required for Oracle’s provision of Oracle RightNow Customization Support; however, unless otherwise agreed to by the parties, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in applicable security practices for your Oracle Cloud Services.

Some Oracle RightNow integrations and customizations are excluded from Oracle RightNow Customization Support, including, but not limited to (“Excluded Customizations”):

- Integrations and custom functionality of any kind that use a non-managed framework, if a managed framework option and/ or alternative is available; and
- Any third-party software, programming code, integration, customization and/ or functionality.

Oracle RightNow Customization Support will be performed remotely. However, at Your request, Oracle may agree to conduct an onsite visit(s) during the Customization Support Period. In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out-of-pocket expenses related to providing any on-site services. All expenses invoiced hereunder are due and payable in accordance with the payment terms of Your order.

A minimum of fifty (50) hours must be ordered for the Customization Support Period. Total Hours shall be consumed based on actual time Oracle spends performing Oracle RightNow Customization Support. You may not exceed the Total Hours ordered for the Customization Support Period, but you may order additional Customization Support hours under a separate order with Oracle. If You fail to use the Total Hours purchased prior to the expiration of the Customization Support Period, any unused hours will be automatically forfeited by You, with no further action required of either party, and You shall not be entitled to any refund, or any credit toward additional or other services for any unused portion of the Total Hours.

You may not use the Total Hours for any services other than for the Oracle RightNow Customization Support stated herein.

Oracle RightNow Knowledgebase Optimization Engagement Service - Option 1

Applicable Part Numbers: KB-1-1203, B68992

An Oracle RightNow consultant will work with the customer's knowledgebase manager to evaluate the customer's knowledgebase for one (1) interface; perform an analysis of the knowledgebase content and configurations; provide the customer a Knowledgebase Assessment Report; review recommendations for configuration updates; and apply agreed-to configuration changes to the knowledgebase. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. This service is sold per interface. Services must be used within 12 months of purchase or will expire.

Elements include:

- Knowledgebase Optimization Report (per interface).
- Updates to knowledgebase configuration
- Remote post-configuration 30 day Knowledgebase follow up

Oracle RightNow Knowledgebase Optimization Engagement Service - Option 2

Applicable Part Numbers: KB-2-1203, B68993

An Oracle RightNow consultant will work with the customer's knowledgebase manager to evaluate the current site content and settings of the customer's knowledgebase for up to five (5) interfaces; The consultant will perform an analysis of the knowledgebase content and configurations; provide the customer a knowledgebase Assessment Report; provide cross-interface answer analysis; provide recommendations for configuration updates; and apply agreed-to configuration changes to the knowledgebase. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities and will provide a plan for ongoing management of knowledgebase. Services must be used within 12 months of purchase or will expire.

Elements include:

- Knowledgebase Optimization Report (per interface)
- Cross Interface Analysis
- Updates to knowledgebase configuration
- Knowledgebase Management Plan
- Remote post-configuration 30 day knowledgebase follow up

Oracle RightNow General Optimization Engagement Remote Service - Remote

Applicable Part Numbers: OE1-1203, B68996

Through remote consulting, Oracle RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with Oracle RightNow best practices. Oracle RightNow will take into consideration the following areas to ensure Customer is using Oracle RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. Oracle RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. Oracle RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one Oracle RightNow module. Customer is responsible for travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- Optimization Report, including documentation of initial interview with customer administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

Oracle RightNow Analytics Optimization Engagement Service

Applicable Part Numbers: OE-AN-1203, B68994

An Oracle RightNow Analytics Cloud Service expert will work with the client's administrator and business sponsor to review and understand current business processes and primary reporting goals. Based on this review, Oracle RightNow and the client will define reporting gaps and define the new criteria to develop and build new analytics reports to provide the data required by the client. Oracle RightNow will work with the customer to review existing reports and ensure the customer understands what reports best pertain to their business and how the numbers to those reports are defined. Oracle RightNow will work with the client to review and clean up the analytics console to ensure any previously created custom reports and standard reports are providing the information the customer is expecting. For any existing custom reports not being utilized or that are not providing expected results can be removed to ensure the best analytics are being utilized while also improving ease of use for upgrades and analytics management. Customer is responsible for travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- Review of current business processes to determine in-depth reporting requirements
- Review of existing standard reports specific to your business process, creation of new custom analytics reports to provide further business insight (top 5 used)
- Analytics review and clean up of unused reports
- Coaching session on advanced analytics- how did we create the new reports in your system

Oracle RightNow and Oracle Live Help Remote Product Coaching Service

You have ordered Oracle RightNow and Oracle Live Help Remote Product Coaching Service, as defined below, for Your Oracle RightNow and/or Oracle Live Help program(s) for the quantity of units identified in Your order. The Remote Product Coaching Services period for the services will commence on your

order's signature date, unless otherwise stated in your order, and will continue for a three (3) month period ("Remote Product Coaching Services Period"). You must maintain a current subscription to applicable Oracle Cloud Services for the duration of the Remote Product Coaching Services Period.

Remote Product Coaching Services are limited to the tasks described below. For each Remote Product Coaching Service unit ordered, Oracle will provide You up to two (2) person hours of project management and eight (8) person hours of remote product coaching on Your Oracle RightNow and/or Oracle Live Help program(s) to explain the features of such program(s) and/or use of specific functionality within such program(s) as follows:

- Create a detailed agenda, including identification of the program features and/ or functionality for which coaching is to be provided;
- Schedule and provide coaching based on the agenda; and
- Schedule a follow-up Question and Answer ("Q&A") session regarding the features and/ or functionality for which coaching was provided.

Remote Product Coaching Services will be performed remotely. Hours shall be consumed based on actual time Oracle spends performing Remote Product Coaching Services. Each unit may be used for Remote Product Coaching Service on multiple Oracle RightNow and/ or Oracle Live Help program features and/ or functions. A maximum of four (4) units can be purchased on any given order. If You fail to use any given unit(s) in its entirety prior to the expiration of the Remote Product Coaching Services Period, any unused unit(s) (or portion thereof) will be automatically forfeited by You, with no further action required of either party, and You shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the unit(s). You may not use the unit(s) for any services other than Remote Product Coaching Services for your Oracle RightNow and/or Oracle Live Help program(s) as stated herein.

Oracle Engagement Engine Cloud Service Implementation (Small)

Applicable Part Number: B73030

Available in North America only

Description of Services

Oracle will provide you with up to twenty four (24) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle Engagement Engine Cloud Service ("Engagement Engine") functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Engagement Engine;
- Review and assist you with the configuration of the web portal rules within Engagement Engine;
- Assist you with defining and creating up to ten (10) Engagement Engine rules ("Engagement Engine Rules");
- Assist you with testing the Engagement Engine Rules;
- Assist you with deploying Engagement Engine into your production environment ("Go-Live"); and
- Provide you with up to four (4) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional

Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Engagement Engine Cloud Service Implementation (Medium)

Applicable Part Number: B73031

Available in North America only

Description of Services

Oracle will provide you with up to forty seven (47) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle Engagement Engine Cloud Service ("Engagement Engine") functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Engagement Engine;
- Review and assist you with the configuration of the web portal rules within Engagement Engine;
- Assist you with defining and creating up to fifty (50) Engagement Engine rules ("Engagement Engine Rules");
- Assist you with testing the Engagement Engine Rules;
- Assist you with deploying Engagement Engine into your production environment ("Go-Live"); and
- Provide you with up to six (6) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused

portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Engagement Engine Cloud Service Implementation (Large)

Applicable Part Number: B73032

Available in North America only

Description of Services

Oracle will provide you with up to eighty four (84) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle Engagement Engine Cloud Service ("Engagement Engine") functionality:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Review and assist you with the configuration of the administrative tools within Engagement Engine;
- Review and assist you with the configuration of the web portal rules within Engagement Engine;
- Assist you with defining and creating up to one hundred (100) Engagement Engine rules ("Engagement Engine Rules");
- Assist you with testing the Engagement Engine Rules;
- Assist you with deploying Engagement Engine into your production environment ("Go-Live"); and
- Provide you with up to eight (8) hours of assistance during the five (5) consecutive business days immediately following Go-Live to address your questions or assist with issue resolution.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Field Service Cloud On-Demand Consulting Services, 3 Month Service Period - 50 Consulting hours

Applicable Part Number: B86610

Scope of Services

During the Professional Services Period (defined below), Oracle will make available to You up to fifty (50) hours of services related to Your Oracle Field Services Cloud Service ("Cloud Application") in Your Oracle Services environment, provided that such hours of services may only be used for Oracle's performance of any of the following:

1. Assist You to update new or existing configurations to Your Cloud Application's modules using the Cloud Application's standard functionality;
2. Assist You to perform user testing;
3. Assist You to perform migrations to new Cloud Application versions, and
4. Assist You to file Cloud Application incident support requests with Oracle technical support services.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

Your Obligations

- a. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services.
- b. Contact Oracle's Professional Services Project Manager to request a change in the start of the service period - if applicable.
- c. Contact Oracle to request and schedule the performance of Services within the Professional Services Period, Services will be scheduled at a date and time mutually agreed to by the project managers.

- d. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
- e. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
- f. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.

Project Assumptions

- a. All Services will be performed remotely.
- b. Hours shall be consumed based on actual time Oracle spends performing Services in a minimum of one hour increments.
- c. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope service include, but is not limited to, the following: *Implementation services*.

Unused Services

The Services identified above must be used within three (3) months from the first day that Services are performed under this order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party. As such, You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any other services other than the Services stated herein.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party’s project manager. You project manager shall have the authority to approve Services on Your behalf. Oracle’s project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

Oracle Field Service Cloud On-Demand Consulting Services, 6 Month Service Period - 100 Consulting hours

Applicable Part Number: B86611

Scope of Services

During the Professional Services Period (defined below), Oracle will make available to You up to one hundred (100) hours of services related to Your Oracle Field Services Cloud Service (“Cloud Application”) in Your Oracle Services environment, provided that such hours of services may only be used for Oracle’s performance of any of the following:

1. Assist You to update new or existing configurations to Your Cloud Application’s modules using the Cloud Application’s standard functionality;
2. Assist You to perform user testing;
3. Assist You to perform migrations to new Cloud Application versions, and
4. Assist You to file Cloud Application incident support requests with Oracle technical support services.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. **Your Obligations**

- a. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services.
- b. Contact Oracle's Professional Services Project Manager to request a change in the start of the service period - if applicable.
- c. Contact Oracle to request and schedule the performance of Services within the Professional Services Period, Services will be scheduled at a date and time mutually agreed to by the project managers.
- d. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
- e. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
- f. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.

2. **Project Assumptions**

- a. All Services will be performed remotely.
- b. Hours shall be consumed based on actual time Oracle spends performing Services in a minimum of one hour increments.
- c. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope service include, but is not limited to, the following: *Implementation services*.

Unused Services

The Services identified above must be used within six (6) months from the first day that Services are performed under this order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party. As such, You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any other services other than the Services stated herein.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

Oracle Field Service Cloud On-Demand Consulting Services, 12 Month Service Period - 200 Consulting hours

Applicable Part Number: B86612

Scope of Services

During the Professional Services Period (defined below), Oracle will make available to You up to two hundred (200) hours of services related to Your Oracle Field Services Cloud Service ("Cloud

Application”) in Your Oracle Services environment, provided that such hours of services may only be used for Oracle’s performance of any of the following:

1. Assist You to update new or existing configurations to Your Cloud Application’s modules using the Cloud Application’s standard functionality;
2. Assist You to perform user testing;
3. Assist You to perform migrations to new Cloud Application versions, and
4. Assist You to file Cloud Application incident support requests with Oracle technical support services.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. **Your Obligations**
 - a. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services.
 - b. Contact Oracle’s Professional Services Project Manager to request a change in the start of the service period - if applicable.
 - c. Contact Oracle to request and schedule the performance of Services within the Professional Services Period, Services will be scheduled at a date and time mutually agreed to by the project managers.
 - d. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 - e. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
 - f. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. **Project Assumptions**
 - a. All Services will be performed remotely.
 - b. Hours shall be consumed based on actual time Oracle spends performing Services in a minimum of one hour increments.
 - c. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope service include, but is not limited to, the following: *Implementation services*.

Unused Services

The Services identified above must be used within twelve (12) months from the first day that Services are performed under this order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party. As such, You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any other services other than the Services stated herein.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party’s project manager. You project manager shall have the authority to approve Services

on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

Oracle RightNow Universal Service Credits (Available for US Public Sector Only)

Applicable Part Numbers: USC-1203, B69019

Universal Service Credits ("USC") allow you the flexibility, based on the rate specified in the applicable ordering document, to pre-fund orders for Oracle RightNow consulting or technical services (i.e., customization/ integration/data imports) in support of your Oracle RightNow Cloud Services implementation. At the time that you require such services, you and Oracle will agree to a documented scope of work and will reference the USC as form of payment funding. USCs may not be applied toward education services (i.e., workshops, onsite training). For non-US Public Sector customers, you must pay for services ordered against USCs in accordance with Oracle's standard payment terms and schedule for such services. For US Public Sector customers, USCs are to be paid in arrears of service performance.

Oracle Engagement Engine Cloud Service Set-Up

Applicable Part Number: B72731

Description of Services

Oracle will provide you with up to five (5) hours of remote assistance with the following services ("Services") related to your implementation of the Oracle Engagement Engine Cloud Service ("Engagement Engine") set up:

- Conduct a project kick off call with your project manager to review the project tasks and estimated timeline;
- Complete provisioning tasks required to enable the Engagement Engine functionality on an existing Service Cloud site; and
- Review and assist you with accessing the administrative tools within Engagement Engine.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- The Services above shall be performed remotely.
- All communications and documentation will be in English.

- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle RightNow Managed Services – Premium (EMEA, APAC, JAPAN ONLY)

Applicable Part Number: B73310

A. Scope of Services

Oracle will make available to you, during the Services Period (defined below), the following Managed Services (“Services”) related to your Oracle RightNow deployment(s) for up to the quantity of hours identified in your order (“Total Hours”):

1. One introductory conference call which is up to thirty (30) minutes in length to:
 - a. Discuss the Managed Services, and
 - b. Review the process by which you may submit requests for Services.
2. Tasks related to your Oracle RightNow deployment(s) which are described in the CX Cloud Managed Services Appendix located at the following location <http://www.oracle.com/us/corporate/contracts/cx-cloud-managed-serv-matrix-2139345.pdf>.

B. Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations

- a. Review the CX Cloud Managed Services Appendix prior to ordering the Services hereunder.
- b. Contact Oracle’s Professional Services Project Manager during the Services Period to request and schedule the performance of Services pursuant to the process described to you during the introductory conference call.
- c. Maintain a current subscription to applicable Oracle Cloud Services for the duration of the Services Period.

2. Project Assumptions

- a. During the Services Period, the following resources will be assigned to perform the Services:
 - i. An assigned Oracle Professional Services Project Manager;
 - ii. An assigned Functional Consultant; and
 - iii. An assigned Technical Consultant.
- b. All Services will be performed remotely from any of Oracle's global offices at Oracle's discretion.
- c. At your request and Oracle’s discretion, Oracle may agree to conduct an onsite visit(s) during the Services Period. You are responsible for any travel and out-of-pocket expenses incurred by Oracle related to providing any on-site Services.
- d. Your Total Hours ordered must be a minimum of one thousand two hundred (1,200) Total Hours.
- e. Total Hours shall be consumed based on actual time Oracle spends performing Services, including the actual time Oracle spends estimating your request(s) for Services.

C. Services Period

The Services will be made available to you beginning on i) the date of this order, if your Oracle RightNow deployment(s) are deployed (as determined by Oracle) as of the date of this order, or ii) the date of your introductory workshop described in Section A above, if your Oracle RightNow deployment(s) are not deployed (as determined by Oracle) as of the date of this order, and for twelve (12) months thereafter (the “Services Period”). In the event the Total Hours have not been used within the Services Period, such unused hours will be automatically forfeited by you, with no further action required of either party, and you shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the Total Hours. You may not use the Total Hours for any services other than Services described herein for your Oracle RightNow deployment(s).

Oracle RightNow Managed Services - Advanced (EMEA, APAC, JAPAN ONLY)

Applicable Part Number: B73311

A. Scope of Services

Oracle will make available to you, during the Services Period (defined below), the following Managed Services (“Services”) related to your Oracle RightNow deployment(s) for up to the quantity of hours identified in your order (“Total Hours”):

1. One introductory conference call which is up to thirty (30) minutes in length to:
 - a. Discuss the Managed Services, and
 - b. Review the process by which you may submit requests for Services.
2. Tasks related to your Oracle RightNow deployment(s) which are described in the CX Cloud Managed Services Appendix located at the following location <http://www.oracle.com/us/corporate/contracts/cx-cloud-managed-serv-matrix-2139345.pdf>.

B. Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

1. **Your Obligations**
 - a. Review the CX Cloud Managed Services Appendix prior to ordering the Services hereunder.
 - b. Contact Oracle’s Professional Services Project Manager during the Services Period to request and schedule the performance of Services pursuant to the process described to you during the introductory conference call.
 - c. Maintain a current subscription to applicable Oracle Cloud Services for the duration of the Services Period.
2. **Project Assumptions**
 - a. During the Services Period, the following resources will be assigned to perform the Services:
 - i. An assigned Oracle Professional Services Project Manager; and
 - ii. An assigned Consultant(s); Technical or Functional.
 - b. All Services will be performed remotely from any of Oracle’s global offices at Oracle’s discretion.
 - c. At your request and Oracle’s discretion, Oracle may agree to conduct an onsite visit(s) during the Services Period. You are responsible for any travel and out-of-pocket expenses incurred by Oracle related to providing any on-site Services.
 - d. Your Total Hours ordered must be a minimum of four hundred (400) Total Hours.
 - e. Total Hours shall be consumed based on actual time Oracle spends performing Services, including the actual time Oracle spends estimating your request(s) for Services.

C. Services Period

The Services will be made available to you beginning on i) the date of this order, if your Oracle RightNow deployment(s) are deployed (as determined by Oracle) as of the date of this order, or ii) the date of your introductory workshop described in Section A above, if your Oracle RightNow deployment(s) are not deployed (as determined by Oracle) as of the date of this order, and for twelve (12) months thereafter (the “Services Period”). In the event the Total Hours have not been used within the Services Period, such unused hours will be automatically forfeited by you, with no further action required of either party, and you shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the Total Hours. You may not use the Total Hours for any services other than Services described herein for your Oracle RightNow deployment(s).

Base Package: Oracle RightNow Solution Implementation Service for Standalone Cobrowse

Applicable Part Number: B87639

Description of Services

Oracle will provide you with up to thirty six (36) hours of remote assistance with the following services (“Services”) related to your Cobrowse (“Cobrowse”) for the implementation of a single instance, as defined below:

- Conduct one (1) kickoff meeting to educate you on product capabilities, and review project details.
- Configure your site within the admin console:
 - Configure User Interface (“UI”);
 - Configure Security Package (“XML”); and
 - Generate Cobrowse launcher.js script.
- Conduct training on the administration console for up to one (1) hour as follows:
 - Demonstrate adding, editing and deleting agents; and
 - Demonstrate how to run and export Cobrowse reports.
- Conduct training on Cobrowse for up to one (1) hour for your employees that use Cobrowse as follows:
 - Demonstrate Cobrowse client/agent connection process on client site; and
 - Identify your specific capabilities based on your business requirements.
- Assist with testing as follows:
 - Verify configuration on Oracle test site; and
 - Install, configure and test client Cobrowse launcher.js script on client’s test site to verify configuration.
- Provide deployment and post deployment assistance as follows:
 - Advise cutover plan activities to occur at the time of the production cutover; and
 - Provide up to two (2) hours of consulting resources in the two (2) days following production go live.

The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide Oracle access to your test environment required for the performance of Services.
- Perform all workstation desktop installation procedures.

Project Assumptions

- The Services shall be delivered using Oracle's Cloud Implementation Methodology.
- All communications and documentation will be in English.
- Any services not expressly included in the above description of Services (including third-party web analytics integration and custom JavaScript implementation) are considered out of scope.
- The Services are designed to Go-Live in the production services environment at one time. Multiple or staged Go-Lives are considered out of scope.

Project Management

You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.