ORACLE

Oracle Life Sciences
Site Feasibility Cloud Service
Service Descriptions and Metrics

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METRIC DEFINITIONS

Customer

"Customer" means Your entity specified on Your order. The Oracle Life Sciences service may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners or Your affiliates.

For the purposes of Oracle Life Sciences Site Feasibility Cloud Service, access to the Cloud Service by Customer's customers, partners, affiliates, or contractors (such as contract research organizations, clinical investigators, clinical sponsors, clinical trial subjects, or other authorized third party users) (**"Customer's Users"**) solely for Customer's internal business operations will be deemed to be "internal use", and Customer is responsible for Customer's Users' compliance with the Agreement and the order.

GLOSSARY

Trial

"Trial" is defined as each research project, study, or procedure that is created, modified, or tracked and/or conducted by or on behalf of a sponsor using the Cloud Service. Within the Cloud Services, a Trial may be referred to as a "Study".

Oracle Life Sciences Site Feasibility Cloud Service – per Customer

Part #: B109543

Modules and Features

Users of the Cloud Service are authorized to access the following modules:

- Oracle Life Sciences Site Feasibility

Pre-Requisities

- Have a subscription for Oracle Life Sciences Site Select Advanced Cloud Service or have a third-party Site selection solution
- Prior to use of this Cloud Service, ensure the Site database is uploaded within Site Select Advanced Cloud Service

Environments

This Cloud Service is accessed through Oracle Life Sciences Site Select Advanced Cloud Service ("Site Select").

If You have an active subscription for Site Select: This Cloud Service utilizes the environment(s) of Your Site Select Advanced Cloud Service.

If You use a third-party Site selection solution: Oracle will deploy a limited use instance of Site Select, which is limited in functionality to Oracle Life Sciences Site Feasibility Cloud Service use cases.

Usage Limits

This Cloud Service is subject to usage limits based on:

- Limited to use for Customer's active protocol Trials
- This Cloud Service is enabled by the Oracle Life Sciences Learning Health Network (Sites must be Learning Health Network members).

Disaster Recovery and Service Availability

As described in the Oracle Cloud Policies, this Oracle Cloud Service has the following Recovery Time and Recovery Point Objectives and Target Service Availability Level for the Production Environment:

RECOVERY TIME OBJECTIVE (RTO)	RECOVERY POINT OBJECTIVE (RPO)	TARGET SYSTEM AVAILABILITY
4 hours	1 hour	99.9%

The RTO, RPO, and Target Service Availability Level do not apply to the Non Production Environment(s). The Target Service Availability Level does not apply in the event of a declared disaster. The Recovery Time and Recovery Point Objectives do not apply to customizations or third party software. For the purposes of this Cloud Service, the RTO, RPO, and Target Service Availability Level above take precedence over anything to the contrary in the Oracle Cloud Policies.

Oracle Cloud Policies

The Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and *Oracle Industries Cloud Services Pillar Document*, which may be viewed at www.oracle.com/contracts/cloud-services/.

Retrieval of Your Content and Information

Oracle will make Your Content from the Cloud Service available for the purpose of data retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Upon termination of the Cloud Service, Oracle will terminate the data refresh, but will keep the Cloud Service accessible in accordance with Your Agreement and the Oracle Cloud Policies, and You are responsible for retrieving Your Content within the applicable timeframe.

Oracle will make the information below for the Cloud Service available for retrieval by You as provided below, in accordance with Your Agreement and the Oracle Cloud Policies.

- Support service request information is available via the Oracle Life Sciences Support Cloud. You are responsible for requesting and retrieving such information as needed to address your record retention purposes.