



## ORACLE STANDARD SOFTWARE INSTALLATION AND CONFIGURATION FOR SYSTEMS AND SOFTWARE

Part Number	Item Description / Individual Service Component
B72641	Oracle Standard Software Installation & Configuration for Systems Service: Base
B91379	Oracle Standard Software Installation & Configuration for Software Service: Base
B72655	Oracle Standard Software Installation & Configuration for Systems Service: ACSLS - HA
B72654	Oracle Standard Software Installation & Configuration for Systems Service: ACSLS - Single
B92391	Oracle Standard Software Installation & Configuration for Systems Service: Cisco IOS Switches (1 switch, up to 24 ports)
B72642	Oracle Standard Software Installation & Configuration for Systems Service: OVM Manager, 2 VM servers
B93157	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Big Data Appliance (Cloudera Data Platform)
B74190	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Database Appliance Backup and Recovery
B74189	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Database Appliance with OVM
B86101	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Enterprise Manager (OEM, Repository Management Service, WebLogic server, 1 engineered system or 5 assets)
B92338	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Enterprise Manager SNAP Clone
B72656	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Key Manager - Single
B95530	Oracle Standard Software Installation and Configuration: Oracle Key Vault (OKV cluster)
B92481	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Linux Virtualization Manager
B92482	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Linux with KVM
B93156	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Private Cloud Appliance Advanced Configuration
B87085	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Private Cloud Appliance Backup and Recovery
B109124	Oracle Standard Software Installation and Configuration for Systems Service: Oracle Private Cloud Appliance Database (1DB, RAC, 3 nodes)
B108123	Oracle Standard Software Installation & Configuration for Systems Service: Oracle Private Cloud Appliance Disaster Recovery with Oracle Data Guard (up to 4 DB)
B110615	Oracle Standard Software Installation and Configuration for Systems Service - Oracle Private Cloud Appliance Native Disaster Recovery (2 racks, 5 IaaS)
B109123	Oracle Standard Software Installation and Configuration for Systems Service: Oracle Private Cloud Appliance Incremental Virtual Machine (10 VMs)
B108124	Oracle Standard Software Installation & Configuration for Systems Service - Exadata Disaster Recovery with Oracle Data Guard (up to 4 DB)
B87603	Oracle Standard Software Installation & Configuration for Systems Service: Oracle VM Disaster and Recovery with Oracle Site Guard (2 sites: primary site and recovery site)
B72649	Oracle Standard Software Installation & Configuration for Systems Service: Oracle ZFS Storage Appliance
B74191	Oracle Standard Software Installation & Configuration for Systems Service: Oracle ZFS Storage Appliance Replication (replication pair)
B109122	Oracle Standard Software Installation & Configuration for Systems Service: Oracle ZFS Storage Appliance Backup Immutability (1 rack, 1 DB, OKV, ZDLRA, OCI Storage)
B95211	Oracle Standard Software Installation & Configuration for Systems Service: PCA Administration Network

B72645	Oracle Standard Software Installation & Configuration for Systems Service: Solaris (2 domains, 8 zones)
B72646	Oracle Standard Software Installation & Configuration for Software Service: Solaris (mid/volume) up to 2 domain/LDOM and up to 8 zones
B72644	Oracle Standard Software Installation & Configuration for Systems Service: Solaris (4 domains, 10 zones)
B91225	Oracle Standard Software Installation & Configuration for Software Service: Solaris Mid, 2 domains, 8 zones
B72647	Oracle Standard Software Installation & Configuration for Systems Service: Solaris Cluster, 2 nodes, 3 resource, 2 RAC
B91144	Oracle Standard Software Installation & Configuration for Systems Service: ZDLRA Replication (one device)
B95529	Oracle Standard Software Installation and Configuration: ZDLRA Backup Immutability (1 rack, 1 DB, OKV, ZFSSA, OCI Storage)
B89156	Oracle Standard Software Installation & Configuration for Systems Service: Zero Data Loss Recovery Appliance: Advanced Configuration
B89157	Oracle Standard Software Installation & Configuration for Systems Service: Zero Data Loss Recovery Appliance: Tape Integration
B91974	Oracle Standard Software Installation & Configuration for Systems Service: Zero Data Loss Recovery Appliance Protected Database
B72650	Oracle Standard Software Installation and Configuration for Systems Service: Oracle ZFS Backup Appliance (1 rack, 2 VM, up to 10 DB)
B85452	Oracle Standard Software Installation and Configuration- for Systems Service: Supplemental Resource Day

- A. **Fixed Scope Description of Services.** Oracle Standard Software Installation & Configuration includes the following services:
1. **Your Configuration Document.** Oracle will maintain a document that identifies all of your Oracle systems, servers, and storage components included in this service at your location (“Your Configuration”).
  2. **Installation and Configuration.** Oracle will perform the following services:
    - a. Conduct a preliminary meeting and orientation.
    - b. Review Your completed build-sheet questionnaire and provide recommendations.
    - c. Install and validate product installation.
    - d. Review and install recommended patches and perform any applicable post-installation setup modifications.
    - e. Configure Your system based on the updated build-sheet questionnaire.
    - f. Run configuration verification tests.
    - g. Prepare and provide an installation summary report.
    - h. Conduct a final meeting to review the installation summary report and recommendations.
  3. **Supplemental Resources.** If your order contains Supplemental Resources, Oracle will provide additional resources, either onsite or remotely, to assist in the furtherance of Oracle Standard Software Installation and Configuration services as defined herein, up to the maximum number of days per resource role as set forth in your order.

**B. Fees, Expenses and Taxes**

You agree to pay Oracle the fee as specified in Your order for the Services in this exhibit. This fee is invoiced in advance of the Services being performed and does not include expenses, if applicable, or taxes. This fee for the Services and any applicable taxes shall be invoiced upon execution of the ordering document, upon which such fee becomes due and payable; this payment obligation is non-cancelable and the sums paid non-refundable, except as may otherwise be provided in the Master Agreement. Expenses related to the Services are specified in Your order and will be invoiced monthly.

- C. **End of Services.** Notwithstanding any provision or interpretation of this exhibit to the contrary, Oracle’s obligation to provide You with the Services under this exhibit terminates on the last day of the Term (“End

Date”). As of the End Date, any portion of the Services that Oracle has not provided prior to the End Date shall be automatically forfeited by You on the End Date, and You shall not be entitled to any refund, or any credit toward additional or other services, for any unused portion of the Services. In order for Oracle to provide the Services to You after the End Date, Oracle and You shall mutually agree, in writing, under a separate order and exhibit, to the terms and fees for such services.

#### **D. Your Cooperation and Assumptions.**

##### **1. Your Cooperation.**

Subject to the terms in the Oracle Professional Services Delivery Policies (“Policies”) available at <http://www.oracle.com/contracts>, the following obligations apply in addition to those in the Policies:

- a. Respond to the Oracle build-sheet questionnaire within a commercially reasonable amount of time after the preliminary meeting.
- b. Provide complete and accurate information to Oracle regarding the hardware system(s), including the serial numbers for the hardware system(s).
- c. Return all Oracle property (e.g., Oracle Advanced Support Gateway, hardware, and VPNs) used for the delivery of Services upon Oracle’s request no later than fourteen (14) days after the end of Services.
- d. Identify a designated contact to Oracle, with the appropriate level of authority, to set priorities, coordinate activities and resolve conflicts between your teams regarding the Services.
- e. Back up or archive software and data contained on the hardware system(s), and within any of Your systems or equipment associated with the Services.
- f. Prior to the commencement of Services, inform Oracle of any storage, server, system, application, equipment, or environment modifications that may affect Oracle’s performance of the services.
- g. As required by U.S. Department of Labor regulations (20 CFR 655.734), allow Oracle to post a Notice regarding Oracle H-1B employee(s) at the work site prior to the employee’s arrival on the US site.
- h. Connect and ground Your systems to your power supply, in accordance with industry standards, using industry standard electrical/receptacle connectors power supply(ies) as required by Oracle.
- i. Install Your hardware components, including switches and cabling; unless You have separately purchased hardware installation services.
- j. At Oracle’s request, install an operational Oracle Auto Service Request for Sun Systems (“ASR”) Manager on the systems.
- k. At Oracle’s request, provide to Oracle your in-house cable labeling guide for the systems.
- l. Acknowledge that the Services are delivered during local business days and hours, excluding local public holidays, in the time zone of Your location unless otherwise specified in the exhibit.

#### **E. Unused Services**

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. 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 the Services. You may not use the fees for any services other than the Services stated herein.