



Oracle Taleo and Professional Services Descriptions

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ORACLE TALEO ENTERPRISE – REMOTE SYSTEMS ADMINISTRATION AND ORACLE HCM CLOUD – REMOTE SYSTEMS ADMINISTRATION

Oracle Taleo Remote Systems Administration – On Demand 12 Weeks (NA Only)

Part# B70498

Description of Services. Oracle will make available to you up to the set number of hours, specified in the ordering document, of Remote System Administration (“RSA”) assistance with your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

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 any notices, and obtain any consent, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle’s access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle’s global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of Service Hours. For this order, you must purchase a minimum of twenty (20) hours and maximum of fifty (50) hours of Services. You may request and use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) weeks from your order's Consulting/Professional Services Start Date (the "Professional Services Period"). Services hours used shall include actual time Oracle spends performing Services and any time spent estimating Services request(s). 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.

Primary Contact. You shall designate two (2) individuals to serve as your primary contact (each a "primary contact"). Only a primary contact may submit requests for Services and such requests shall adhere to the process communicated to you by Oracle upon the commencement of Services.

Oracle Taleo Remote Systems Administration – 12 Months (100 Hours) (NA Only)

Part# B76076

Description of Service. Oracle will provide you with up to one hundred (100) of Remote System Administration ("RSA") assistance in your Oracle Taleo Cloud service environment as follows ("Services"):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle's support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle's support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

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 any notices, and obtain any consent, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.

- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle's discretion, Services may be provided from any of Oracle's global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order's Consulting/Professional Services Start Date (the "Professional Services Period"). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). 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.

Primary Contact. Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

Oracle Taleo Remote Systems Administration – 12 Months (200 Hours) (NA Only)

Description of Service. Oracle will provide you with up to two hundred (200) of Remote System Administration ("RSA") assistance in your Oracle Taleo Cloud service environment as follows ("Services"):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle's support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle's support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

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 any notices, and obtain any consent, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.

- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle's discretion, Services may be provided from any of Oracle's global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order's Consulting/Professional Services Start Date (the "Professional Services Period"). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). 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.

Primary Contact. Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

Oracle HCM Cloud Remote Systems Administration – 6 Months (40 Hours) (NA Only)

Part# B81109

Description of Service. Oracle will provide to you up to forty (40) hours of Remote System Administration ("RSA") assistance with your Oracle Human Capital Management ("HCM") program ("Program") in your Oracle cloud service environment as follows ("Services"):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request ("SR") creation and submission to Oracle's technical support organization;
- Assist with testing workarounds made available by Oracle's technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

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

- Designate two (2) individuals to serve as your primary contact (each a "primary contact") who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle's discretion, Services may be provided from any of Oracle's global offices.
- Taleo services are not included.

Professional Services Term and Consumption of Services Hours. A maximum of eight (8) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order's Consulting/Professional Services Start Date (the "Professional Services Period"). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). 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.

Oracle HCM Cloud Remote Systems Administration – 6 Months (80 Hours) (NA Only)

Part#B85415

Description of Service. Oracle will provide to you up to eighty (80) hours of Remote System Administration ("RSA") assistance with your Oracle Human Capital Management ("HCM") program ("Program") in your Oracle cloud service environment as follows ("Services"):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request ("SR") creation and submission to Oracle's technical support organization;
- Assist with testing workarounds made available by Oracle's technical support organization; and
- Assist with the following security administration activities:

- Design, create, and update user roles;
- Design, create, and update data roles; and
- Create and maintain user IDs

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

- Designate two (2) individuals to serve as your primary contact (each a "primary contact") who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle's discretion, Services may be provided from any of Oracle's global offices.
- Taleo services are not included.

Professional Services Term and Consumption of Services Hours. A maximum of sixteen (16) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order's Consulting/Professional Services Start Date (the "Professional Services Period"). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). 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.

Oracle HCM Cloud Remote Systems Administration – 6 Months (130 Hours) (NA Only)

Part# B81110

Description of Service. Oracle will provide to you up to one hundred thirty (130) hours of Remote System Administration ("RSA") assistance with your Oracle Human Capital Management ("HCM") program ("Program") in your Oracle cloud service environment as follows ("Services"):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;

- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

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

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- Taleo services are not included.

Professional Services Term and Consumption of Services Hours. A maximum of twenty six (26) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s Consulting/Professional Services Start Date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). 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.

Oracle HCM Cloud Remote Systems Administration – 6 Months (260 Hours) (NA Only)

Part# B81111

Description of Service. Oracle will provide to you up to two hundred sixty (260) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;

- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

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

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- Taleo services are not included.

Professional Services Term and Consumption of Services Hours. A maximum of fifty two (52) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s Consulting/Professional Services Start Date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). 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.

Oracle HCM Cloud Remote Systems Administration – 6 Months (390 Hours) (NA Only)

Part# B81112

Description of Service. Oracle will provide to you up to three hundred ninety (390) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and

- Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

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

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- Taleo services are not included.

Professional Services Term and Consumption of Services Hours. A maximum of seventy eight (78) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s Consulting/Professional Services Start Date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). 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.

ORACLE TALEO – RETIRED SERVICE DESCRIPTIONS

Oracle Taleo Business Edition

Oracle TBE Recruiting - Implementation

Oracle TBE Recruiting – Implementation – Premier

Part # B69610 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
 - Configure “Candidate Profile Page” utilizing the standard candidate data and up to twenty (20) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;
 - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to ten (10) plain text “Email Templates”;
 - Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of up to one (1) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to three (3) “Smart Views”;
 - Configure “Talent Cards” and “Quick Views” Program features;
 - Configure up to two (2) “Career Websites”;
 - Configure up to two (2) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be

performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Recruiting – Implementation – Premier Plus

Part # B69611 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) ("Required Feedback") and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("TBE Recruiting Implementation Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program's standard features and general product overview;
 - the Program's standard available reports in the reporting tool;
 - the standard features of the Program's Tap mobile application;
 - the Program's standard requisition questions and ranking features; and
 - the Program's configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Implementation Services detailed below.

- Provide to you the implementation Services listed below ("Implementation Services") using the Confirmed Required Feedback:
 - Configure "Requisition and Job Library Pages" utilizing the standard requisition information and up to fifty (50) custom fields;
 - Configure "Candidate Data Sheet" utilizing the standard candidate data and up to one-hundred (100) custom fields;
 - Configure the "Candidate Data Form and Requisition Data Form";
 - Configure "Candidate Main Status" and up to two (2) "Requisition Specific Status workflow" Program features;
 - Configure "Rejection and Decline Reasons";

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”;
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Import “Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the “User Import” Program feature.
- Configure up to five (5) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Onboarding – Implementation

Oracle TBE Onboarding – Implementation – Express

Part # B69612 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).
- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):

- Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool.
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure up to ten (10) “Onboarding Forms” with up to ten (10) fields per form;
 - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
 - Configure up to ten (10) “Onboarding Activities”;
 - Configure up to five (5) “Onboarding Bundles”;
 - Create up to five (5) plain text “Email Templates”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Onboarding – Implementation – Premier

Part #B69613 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information

reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).

- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure up to twenty (20) “Onboarding Forms” with up to twenty (20) fields per form;
 - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
 - Configure up to twenty (20) “Onboarding Activities”;
 - Configure up to five (5) “Onboarding Bundles”;
 - Create up to five (5) plain text “Email Templates”;
 - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Performance – Implementation

Oracle TBE Performance – Implementation – Premier

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to five (5) custom fields, a company logo, and up to one (1) sections of displayed information;
 - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to fifteen (15) custom fields;
 - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to five (5) custom fields;
 - Configure “Review Pages” for up to one (1) “Review Type” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
 - Create up to five (5) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
 - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to two (2) plain text “Email Templates”;
 - Create one (1) “Review Rating Scale” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
 - Configure standard filtering of up to two (2) user roles including tabs, sub-tabs, list views and page layouts;
 - Import “Users” into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the “User Import” Program feature.
 - Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
 - Configure up to five (5) “Smart Views”;
 - Configure the “Talent Cards” and “Quick View” Program features;

- Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Performance – Implementation – Premier Plus

Part #B69615 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.
 - During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to ten (10) custom fields, a company logo, and up to three (3) sections of displayed information;
 - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to twenty-five (25) custom fields;
 - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to ten (10) custom fields;
 - Configure “Review Pages” for up to two (2) “Review Types” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
 - Configure up to fifteen (15) “Custom Competencies” and add them to a Competency Library;
 - Create up to ten (10) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
 - Create up to five (5) review templates for the standard “360° Multi-rater Reviews” Program feature;
 - Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to five (5) plain text “Email Templates”;
 - Create up to two (2) “Review Rating Scales” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
 - Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
 - Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
 - Configure up to five (5) “Smart Views”;
 - Configure the “Talent Cards” and “Quick Views” Program features;
 - Configure the “Organization Chart” Program feature;
 - Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Compensation Implementation

Oracle TBE Compensation Implementation

Part #B69618 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Compensation Implementation Services (defined below) ("Required Feedback").
- Provide to you the Services listed below ("TBE Compensation Implementation Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program's standard available reports in the reporting tool; and
 - the Program's configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below ("Implementation Services") using the Confirmed Required Feedback:
 - Configure required "Comp Administration" including "Global Settings", "Compensation Types" and up to ten (10) "Pay Ranges";
 - Configure "Cycle Page" utilizing the standard cycle data and up to five (5) custom fields;
 - Create and Configure up to two (2) "Cycles"
 - Configure "Plan Page" utilizing the standard plan data and up to five (5) custom fields;
 - Configure "Event Page" utilizing the standard event data and up to five (5) custom fields;
 - Create up to two (2) list views;
 - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts;
 - Assign "Employee Pay Ranges" for up to ten (10) employees;
 - Create up to five (5) plain text "Email Templates"; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle's recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Compensation Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Compensation Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE – Add-On and Post Implementation

Oracle TBE Consulting Services Add-On Configuration Hours

Part #B69934 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Consulting Services Add-On Configuration Hours (defined below) (“Required Feedback”).
- Provide to you the one or more of the additional Services listed below for up to the number of hours identified in your order; commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Configure additional “Roles”;
 - Populate the “Organization Setup” Program feature with: “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create additional forms or applications as defined in the Program;
 - Complete post-live configuration changes to the Program;
 - Configure mobile enabled careers website and pages;
 - Conduct configuration discussion sessions; and/ or
 - Provide a customer code update..

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Consulting Services Add-On Configuration Hours Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Consulting Services Add-On Configuration Hours Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Recruiting System Health Check

Part #B69628 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting System Health Check Services (defined below) ("Required Feedback").
- Provide to you one or more of the Services listed below ("TBE Recruiting System Health Check") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below ("Health Check Services") using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Recruiting System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Onboarding System Health Check

Part #B69629 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding System Health Check Services (defined below) ("Required Feedback").
- On or after the introductory call, within the timeframe requested by Oracle, you will provide Oracle the Required Feedback.
- Provide to you one or more of the Services listed below ("TBE Onboarding System Health Check") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below ("Health Check Services") using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Performance System Health Check

Part #B69630 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition ("TBE") program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance System Health Check Services (defined below) ("Required Feedback").
- Provide to you one or more of the Services listed below ("TBE Performance System Health Check") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below ("Health Check Services") using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Performance and Compensation System Health Check – Advanced

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance and Compensation System Health Check - Advanced Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“TBE Performance and Compensation System Health Check - Advanced”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance and Compensation System Health Check - Advanced Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance and Compensation System Health Check - Advanced Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE – Technical Services

Oracle TBE Performance to HRIS Integration (Employees)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Employee data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance to HRIS Integration”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Performance to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document (“TBE Performance to HRIS”):
 - Export thirty-two (32) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Employee fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE New Hires to HRIS Integration (Employees)

Part #B69636 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition ("TBE") (the "Program") in your Oracle services environment as set forth below ("Services"):

- This integration service extracts Employee data from TBE Onboarding and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE New Hires to HRIS Integration Services (defined below) ("Required Feedback"), and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("TBE Performance to HRIS Integration") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Integration Services detailed below.

- Provide to you the Services listed below ("Integration Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document ("TBE New Hires to HRIS"):
 - Export twenty-nine (29) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Employee fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services

not used within the Professional Services Period or the Confirmed 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.

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 TBE Customer HRIS to Oracle TBE Performance Integration (Employees/Users)

Part #B69637 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition ("TBE") (the "Program") in your Oracle services environment as set forth below ("Services"):

- This integration service imports Employee and User data into TBE Performance based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Customer HRIS to TBE Performance Integration Services (defined below) ("Required Feedback"); and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below ("Customer HRIS to TBE Performance") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Integration Services detailed below.

- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below ("Integration Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of Employee and User data from a file into the Program, in accordance with the Final Integration Guide document ("Customer HRIS to TBE Performance")
 - Import thirty-three (33) pre-defined fields, as identified in the Integration Guide; and
 - Import up to four (4) customer identified Employee fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Recruiting to HRIS Integration – Advanced

Part #B69638 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition ("TBE") (the "Program") in your Oracle services environment as set forth below ("Services"):

- This integration service extracts Candidate data from TBE and formats it in files. In addition to the primary Candidate file, three (3) additional files are created which include Candidate Education, Candidate Certificates and Candidate Work History data. Data in these files is data commonly needed in Human Resource Information System (HRIS) applications. The files are placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS - Advanced Integration Services (defined below) ("Required Feedback"), and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("TBE Recruiting to HRIS – Advanced Integration Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS - Advanced Integration Services listed below ("Integration Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide document ("TBE Recruiting to HRIS - Advanced"):
 - Candidate File:
 - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Candidate fields.
 - CandidateEducation File:
 - Export eight (8) pre-defined fields, as identified in the Integration Guide; and

- Export up to five (5) customer identified Candidate fields.
- CandidateWorkHistory File:
 - Export fifteen (15) pre-defined fields, as identified in the Integration Guide; and
 - Export up to five (5) customer identified Candidate fields.
- CandidateCertificates File:
 - Export four (4) pre-defined fields, as identified in the Integration Guide; and
 - Export up to five (5) customer identified Candidate fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Recruiting to HRIS Integration

Part #B69639 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Candidate data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).

- Provide to you the Services listed below (“TBE Recruiting to HRIS Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide Document (“TBE New Hires to HRIS”):
 - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Candidate fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 TBE Customer HRIS to Oracle TBE Recruiting Integration

Part #B69640 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service imports Requisition and Requisition Template data into TBE Recruiting based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Customer HRIS to TBE Recruiting Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Customer HRIS to TBE Recruiting Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Customer HRIS to TBE Recruiting Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of Requisition and Requisition Template data from a file into the Program, in accordance with the Final Integration Guide document (“Customer HRIS to TBE Recruiting”)
 - Import thirteen (13) pre-defined fields, as identified in the Integration Guide; and
 - Import up to ten (10) customer identified Requisition fields.

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

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that supports Java 8 to host the integration.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn

Oracle Taleo Learn – Implementation

Oracle Taleo Learn – Additional Consulting Services

Oracle Taleo Learn System Health Check

Part #B69644 (Retired)

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the "Program") in your Oracle services environment as set forth below ("Services"):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the Taleo Learn System Health Check Services (defined below) ("Required Feedback").
- Provide to you one or more of the Services listed below ("Taleo Learn System Health Check") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below ("Health Check Services") using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the Taleo Learn System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn – Technical Services

Oracle Taleo Learn Predefined Batch User Integration

Part #B69647 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Predefined Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Predefined Batch User Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Predefined Batch User Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Predefined Batch User Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of User data from a file into the Program, in accordance with the Final Integration Guide document (“Learn Predefined Batch User Integration”)
 - Import ten pre-defined fields, as identified in the Integration Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Batch User Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Predefined Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn Predefined Historical Data Load

Part #B69649 (Retired)

Description of Services

Oracle will provide to you remote assistance with the import of data into Oracle Taleo Learn (the "Program") in your Oracle services environment as set forth below ("Services"):

- The Oracle Taleo Learn Predefined Historical Data Load integration is Oracle's basic, training history import that runs one time, adding up to one-hundred thousand (100,000) Instructor-Led Training (ILT) and Web-based Training (WBT) course records to existing Oracle Cloud Learn user accounts in up to five (5) sites.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Historical Data Load Services (defined below) ("Required Feedback"), and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("Learn Predefined Historical Data Load Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Data Load Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the data load detailed below.

- Provide to you the Learn Predefined Historical Data Load Services listed below ("Data Load Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule one test import and one final production import of historical training data from a file into the Program, in accordance with the Final Data Load Guide document ("Learn Predefined Historical Data Load")
 - Import up to one-hundred thousand (100,000) training records, with 25,000 lines per file. Integration contains thirteen (13) pre-defined fields, as identified in the Data Load Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Predefined Historical Data Load Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Predefined Historical Data Load will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn Predefined Data Extract

Part #B69650 (Retired)

Description of Services

Oracle will provide to you remote assistance with the extract of data into Oracle Taleo Learn (the "Program") in your Oracle services environment as set forth below ("Services"):

- The Oracle Taleo Learn Predefined Data Extract automates the export of User Web-based Training (WBT), or Instructor-Led Training (ILT) Enrollment, or Learning Plan, and/or Skill training data into a file that is posted to your Learn-provided Secure File Transfer Protocol (SFTP) site. The data extract will be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Data Extract Services (defined below) ("Required Feedback"), and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("Learn Predefined Data Extract Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Data Extract Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the data extract detailed below.

- Provide to you the Learn Predefined Data Extract Services listed below ("Data Extract Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring data export of Training Data from the Program, in accordance with the Final Data Extract Guide document ("Learn Predefined Data Extract"). This will include one separate file. You will need to choose one (1) of the data exports listed below:
 - "WBT File" with ten (10) predefined fields;
 - "ILT Enrollment File" with ten (10) predefined fields;
 - "Learning Plan File" with fourteen (14) predefined fields; and
 - "Skill File" with nine (9) predefined fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Data Extract Services described above.

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Predefined Data Extract Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn Advanced Batch User Integration

Part #B72844 (Retired)

Description of Services

Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the "Program") in your Oracle services environment as set forth below ("Services"):

- The Learn Advanced Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call ("introductory call"), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Advanced Batch User Integration Services (defined below) ("Required Feedback"), and the timeframe in which you are required to provide Oracle the Required Feedback ("Required Feedback Timeframe").
- Provide to you the Services listed below ("Learn Advanced Batch User Integration Services") commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback ("Confirmed Required Feedback") for the purpose of the Integration Services detailed below.

- Provide to you the Learn Advanced Batch User Integration Services listed below ("Integration Services") using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of User data from a file into the Program's production environment, in accordance with the Final Integration Guide documents ("Learn Advanced Batch User Integrations" and "Integration Detailed Design")
 - Import up to forty (40) fields. This can be a combination of standard and custom fields;;
 - Create up to eight (8) customer identified groups based on one (1) User field;
 - Integration can run in multiple Sub LearnCenters based on the LearnCenter ID field that will need to be passed in the customer data file. User will be maintained in one (1) LearnCenter only. All Sub LearnCenters must exist prior to development.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Advanced Batch User Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Advanced Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional

Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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 Taleo Learn Web Services for Users Imports and Data Extracts

Part # B72845 (Retired)

Description of Services

Oracle will provide to you remote assistance with the setup of Web Services for Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Web Services for User Imports and Data Extracts enables you to integrate your Learn site with multiple systems, regardless of the languages in which those systems are programmed. The Web Service, which is built on a Hypertext Markup Language (HTML) and Extensible Markup Language (XML) platform, utilizes calls that are based on the Simple Object Access Protocol (SOAP) to send request and response messages over the Hypertext Transfer Protocol (HTTP).
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Web Services for User Imports and Data Extracts Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Learn Web Services for User Imports and Data Extracts”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Web Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Learn Web Services for User Imports and Data Extracts Services listed below (“Web Services”) using the Confirmed Required Feedback:
 - Oracle will enable the following Web Services in the Program, in accordance with the “Learn Web Services Guide”
 - Users
 - GetUser
 - SaveUser
 - TerminateUser
 - Other Learn Web Services
 - GetCourseCatalog
 - GetCourseCompletion
 - GetProductCatalog

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Web Services for Oracle Taleo Learn described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be

fixed for the Professional Services Period. The Web Services for Oracle Taleo Learn will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed 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.

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.