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Oracle Fusion Applications Global Price List
Software Investment Guide
December 13, 2017

Oracle Fusion Applications - Component Pricing

	Component License Price	Software Update License & Support	Metric	Minimum
Oracle Fusion Financials				
Fusion Accounting Hub	175	38.50	Employee	1,000
Fusion Advanced Collections	1,395	306.90	Application User	5
Fusion Automated Invoice Processing	58	12.76	1K Invoice Line	100
Fusion Expenses	6	1.32	Expense Report	1,000
Fusion Financial Reports Center	50	11.00	Employee	1,000
Fusion Financials	4,595	1,010.90	Application User	5
Fusion Revenue Management	175	38.50	Employee	1,000
Fusion Transactional Business Intelligence for Financials	2,000	440.00	Application User	5
Oracle Fusion Procurement				
Fusion Procurement Contracts	5,395	1,186.90	Application User	5
Fusion Purchasing	4,595	1,010.90	Application User	5
Option: Fusion Sourcing	9,195	2,022.90	Application User	5
Option: Fusion Supplier Portal	9,195	2,022.90	Application User	5
Fusion Supplier Qualification Management	8,045	1,769.90	Application User	5
Fusion Self Service Procurement	115	25.30	Application User	100
Fusion Transactional Business Intelligence for Procurement	2,000	440.00	Application User	5
Oracle Fusion Project Portfolio Management				
Fusion Project Billing	3,495	768.90	Application User	5
Option: Fusion Grants Management	4,595	1,010.90	Application User	5
Fusion Project Contracts	5,395	1,186.90	Application User	5
Fusion Project Control	2,895	636.90	Application User	5
Fusion Project Costing	4,595	1,010.90	Application User	5
Fusion Project Integration Gateway	1,500	330.00	Application User	5
Fusion Project Performance Reporting	5,595	1,230.90	Application User	5
Fusion Transactional Business Intelligence for Projects	2,000	440.00	Application User	5
Fusion Project Management	2,750	605.00	Application User	10
Fusion Project Resource Management	225	49.50	Managed Resource	50
Fusion Task Management	25	5.50	Application User	500
Oracle Fusion Human Capital Management				
Fusion Absence Management	52	11.44	Employee	All Employees
Fusion Benefits	85	18.70	Employee	All Employees
Fusion Global Human Resources	185	40.70	Employee	All Employees
Fusion Global Payroll	225	49.50	Employee	All Employees
Fusion Global Payroll Interface	35	7.70	Employee	All Employees
Fusion Goal Management	40	8.80	Employee	All Employees
Fusion Performance Management	105	23.10	Employee	All Employees
Fusion Talent Review and Succession Management	70	15.40	Employee	All Employees
Fusion Time and Labor	105	23.10	Employee	All Employees
Fusion Transactional Business Intelligence for Human Capital Management	2,000	440.00	Application User	5
Fusion Workforce Compensation	70	15.40	Employee	All Employees
Fusion Talent Management Base	60	13.20	Employee	All Employees
Fusion Workforce Reputation Management	70	15.40	Employee	All Employees
Oracle Fusion Supply Chain Management				
Fusion Distributed Order Orchestration	1.00	0.2200	Electronic Order Line	5,000
Fusion Distributed Order Orchestration User	5,795	1,274.90	Application User	20
Fusion Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Fusion Inventory Management	4,595	1,010.90	Application User	20
Fusion Innovation Management	5,995	1,318.90	Application User	25
Fusion Manufacturing	4,595	1,010.90	Application User	20
Fusion Order Management	4,595	1,010.90	Application User	20
Fusion Product Hub	14	3.08	Record	20,000
Fusion Product Hub Data Steward	5,795	1,274.90	Application User	20
Fusion Product Hub for Communications	150	33.00	Record	5,000
Fusion Product Hub for Retail	6	1.32	Record	200,000
Fusion Product Hub Portal	1.00	0.2200	Record	20,000
Fusion Transactional Business Intelligence for Supply Chain Management	2,000	440.00	Application User	5

Oracle Fusion Applications - Component Pricing

	Component License Price	Software Update License & Support	Metric	Minimum
Oracle Fusion Customer Relationship Management - Sales				
Fusion CRM Base	4,910	1,080.20	Application User	100
Fusion CRM Desktop	300	66.00	Application User	100
Fusion Enterprise Contracts Base	1,500	330.00	Application User	5
Fusion Incentive Compensation	750	165.00	Compensated Individual	100
Fusion Opportunity Landscape	840	184.80	Application User	100
Fusion Quota Management	105	23.10	Compensated Individual	100
Fusion Sales Campaigns	840	184.80	Application User	100
Fusion Sales Catalog	1,000	220.00	Application User	100
Fusion Sales Predictor	1,680	369.60	Application User	100
Fusion Smart Phone Edition	575	126.50	Application User	100
Fusion Territory Management	575	126.50	Managed Resource	100
Fusion Transactional Business Intelligence for Customer Relationship Management	2,000	440.00	Application User	5
Oracle Fusion Customer Relationship Management - Marketing				
Fusion Email Marketing Server	115,000	25,300.00	Computer	
Fusion Marketing	2,705	595.10	Application User	100
Fusion Marketing Segmentation - up to 500,000 records	172,500	37,950.00	Computer	
Fusion Marketing Segmentation - up to 1,000,000 records	230,000	50,600.00	Computer	
Fusion Marketing Segmentation - up to 3,000,000 records	316,500	69,630.00	Computer	
Fusion Marketing Segmentation - up to 5,000,000 records	402,500	88,550.00	Computer	
Fusion Marketing Segmentation - up to 10,000,000 records	490,000	107,800.00	Computer	
Fusion Marketing Segmentation - unlimited records	575,000	126,500.00	Computer	
Oracle Fusion Partner Relationship Management				
Fusion Incentive Compensation for Channel Managers	225	49.50	Compensated Individual	100
Fusion Partner Relationship Management for Channel Managers	500	110.00	Application User	100
Fusion Partner Relationship Management for Partners	500	110.00	Registered User	100
Oracle Fusion Customer Relationship Management - Customer Data Management				
Fusion Customer Hub Data Steward	5,795	1,274.90	Application User	10
Fusion Customer Hub for Organizations	9.00	1.98	Record	50,000
Fusion Customer Management Foundation for Organizations	4.50	0.99	Record	25,000
Fusion Customer Hub for Persons	0.46	0.10	Record	1,000,000
Fusion Customer Management Foundation for Persons	0.23	0.05	Record	500,000
Fusion Data Quality Address Cleansing	63,300	13,926.00	Processor	4
Fusion Data Quality Matching	125,000	27,500.00	Processor	4
Oracle Fusion Application Tools				
Fusion Applications Extensibility Framework	3,150	693.00	Application User	5
Oracle Fusion Governance, Risk and Compliance				
Fusion Application Access Controls Governor	895	196.90	Monitored User	100
Option: Fusion Application Access Controls for Fusion Applications	200	44.00	Monitored User	100
Application Management				
Application Management Suite for Oracle Fusion Applications	300	66.00	Named User Plus	200
	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Custom Suite User: is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Managed Resource: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. In addition your employees, contractors, partners and any other individual or entity managed by the program shall be counted for the purposes of determining the number of Managed Resource licenses required.

$M Cost of Goods Sold: is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Grid Engine, Provisioning and Patch Automation Pack, Ops Center Virtualization Management Pack and Oracle VM Management Pack only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel and Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate, and Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product. The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM , etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Oracle Healthcare Master Person Index program, a record is defined as the total number of unique person or party database records stored in such program. A person or a party database record is a unique person (i.e., physical person) record which is stored in the Oracle Healthcare Master Person Index program.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

1K Invoice Line: is defined as one thousand invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution. Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:
· Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
· Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

 Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

  Updates, fixes and security alerts
  Tax, legal and regulatory updates
  Upgrade scripts
  Technical support
  Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

  Technical Support
  Access to MetaLink/Customer Connection
  Major product and technology releases
  Pre-existing fixes

Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services
Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services
Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.