



Oracle Technology Global Price List  
March 1, 2025

Section I

Prices in USA (Dollar)

	Oracle Database			
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Database Products</b>				
<b>Oracle Database</b>				
Standard Edition 2	350	77.00	17,500	3,850.00
Enterprise Edition	950	209.00	47,500	10,450.00
Personal Edition	460	101.20	-	-
Mobile Server	-	-	23,000	5,060.00
NoSQL Database Enterprise Edition	200	44	10,000	2,200.00
<b>Enterprise Edition Options:</b>				
Multitenant	350	77.00	17,500	3,850.00
Real Application Clusters	460	101.20	23,000	5,060.00
Real Application Clusters One Node	200	44.00	10,000	2,200.00
Active Data Guard	230	50.60	11,500	2,530.00
Partitioning	230	50.60	11,500	2,530.00
Real Application Testing	230	50.60	11,500	2,530.00
Advanced Compression	230	50.60	11,500	2,530.00
Advanced Security	300	66.00	15,000	3,300.00
Label Security	230	50.60	11,500	2,530.00
Database Vault	230	50.60	11,500	2,530.00
TimesTen Application-Tier Database Cache	460	101.20	23,000	5,060.00
Database In-Memory	460	101.20	23,000	5,060.00
<b>Database Enterprise Management</b>				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	150	33.00	7,500	1,650.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Secure Backup	3,500	770.00	Per Stream	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>TimesTen</b>				
TimesTen In-Memory Database	950	209.00	47,500	10,450.00

<b>Berkeley Database</b>				
Berkeley DB - High Availability	-	-	9,800	2,156.00

	Per Wireless Handset	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	6	1.32	5,800	1,276.00
Berkeley DB - Concurrent Data Store	6	1.32	1,800	396.00
Berkeley DB - Data Store	6	1.32	900	198.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB - Data Store	-	-	900	198.00
Berkeley DB Java Edition - High Availability	-	-	9,800	2,156.00
Berkeley DB Java Edition - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB Java Edition - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB XML - High Availability	-	-	13,800	3,036.00
Berkeley DB XML - Transactional Data Store	-	-	8,100	1,782.00
Berkeley DB XML - Concurrent Data Store	-	-	2,600	572.00
Berkeley DB XML - Data Store	-	-	1,800	396.00

<b>Other Products</b>				
Audit Vault and Database Firewall	120	26.40	6,000	1,320.00

	License Price	Software Update License & Support	Licensing Metric	
Key Vault	100,000	22,000.00	Per Server	-

Section I

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support
<b>Integration Products</b>				
Database Gateway for Sybase	-	-	17,500	3,850.00
Database Gateway for SQL Server	-	-	17,500	3,850.00
Database Gateway for Informix	-	-	17,500	3,850.00
Database Gateway for Teradata	-	-	109,500	24,090.00
Database Gateway for DRDA	-	-	46,000	10,120.00
Database Gateway for APPC	-	-	46,000	10,120.00
Database Gateway for WebSphere MQ	-	-	46,000	10,120.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Rdb Products</b>				
<b>Rdb Server Products</b>				
Rdb Enterprise Edition	950	209.00	47,500	10,450.00
CODASYL DBMS	950	209.00	-	-
<b>Rdb Server Options:</b>				
TRACE	120	26.40	5,800	1,276.00
<b>Rdb Development, Query and Reporting Tools</b>				
Programmer for Rdb	1,200	264.00	-	-
CDD/ Repository	5,800	1,276.00	-	-
CDD/R Runtime	-	-	5,800	1,276.00

## Section II

Prices in USA (Dollar)

Oracle Fusion Middleware				
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Application Server Products</b>				
TopLink and Application Development Framework	120	26.40	5,800	1,276.00
WebLogic Server Standard Edition	200	44.00	10,000	2,200.00
WebLogic Server Enterprise Edition	500	110.00	25,000	5,500.00
WebLogic Suite	900	198.00	45,000	9,900.00
Web Tier	100	22.00	5,000	1,100.00
Internet Application Server Enterprise Edition	700	154.00	35,000	7,700.00
GlassFish Server	100	22.00	5,000	1,100.00
Coherence Standard Edition One	16	3.52	800	176.00
Coherence Enterprise Edition	230	50.60	11,500	2,530.00
Coherence Grid Edition	500	110.00	25,000	5,500.00
BPEL Process Manager	1,200	264.00	60,000	13,200.00
SOA Suite for Non Oracle Middleware	1,500	330.00	75,000	16,500.00
Unified Business Process Management Suite for Non Oracle	1,150	253.00	57,500	12,650.00
Stream Analytics	1,200	264.00	60,000	13,200.00
Forms and Reports	460	101.20	23,000	5,060.00
Managed File Transfer	600	132.00	30,000	6,600.00
<b>Blockchain Platform</b>				
Blockchain Platform Enterprise Edition	-	-	47,500	10,450.00
<b>Mobile Suite Technology</b>				
Mobile Suite	45,000	9,900.00	Processor	
Mobile Suite Client Runtime	100	22.00	Named User Plus	
	50,000	11,000.00	Application Developed	
<b>Data Integration Technology</b>				
Data Integrator Enterprise Edition	900	198.00	30,000	6,600.00
Data Integrator for Big Data	-	-	3,000	660.00
Enterprise Data Quality Profiling for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Audit and Dashboard for Data Integration	-	-	50,000	11,000.00
Enterprise Data Quality Real-Time Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Batch Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Address Verification Server for Data Integration	-	-	63,300	13,926.00
Data Integration Suite	-	-	70,000	15,400.00
GoldenGate	350	77.00	17,500	3,850.00
GoldenGate for Non Oracle Database	350	77.00	17,500	3,850.00
GoldenGate for Mainframe	2,000	440.00	100,000	22,000.00
GoldenGate Veridata	600	132.00	30,000	6,600.00
GoldenGate for Distributed Applications and Analytics	400	88.00	20,000	4,400.00
GoldenGate for Big Data Targets	150	33.00	7,500	1,650.00
GoldenGate Foundation Suite	150	33.00	7,500	1,650.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>WebLogic Suite Options:</b>				
BPEL Process Manager Option	460	101.20	23,000	5,060.00
Service Bus	460	101.20	23,000	5,060.00
SOA Suite for Oracle Middleware	1,200	264.00	57,500	12,650.00
Unified Business Process Management Suite	1,150	253.00	57,500	12,650.00
WebLogic Coherence Grid Edition Option	200	44.00	10,000	2,200.00
<b>WebLogic Server Enterprise Edition and WebLogic Suite Options:</b>				
WebLogic Server Multitenant	400	88.00	20,000	4,400.00
WebLogic Server Continuous Availability	400	88.00	20,000	4,400.00
<b>SOA Suite for Oracle Middleware Options:</b>				
Integration Continuous Availability	500	110.00	25,000	5,500.00
Real-Time Integration Business Insight	500	110.00	25,000	5,500.00
<b>Application Server Enterprise Management</b>				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
<b>Fusion Middleware Adapters:</b>				
Application Adapters	350	77.00	17,500	3,850.00
Oracle E-Business Suite Adapter	350	77.00	17,500	3,850.00
Cloud Adapters	350	77.00	17,500	3,850.00
Integration Adapter for SAP R/3	350	77.00	17,500	3,850.00
Integration Adapter for JD Edwards World	350	77.00	17,500	3,850.00
Integration Adapter for Siebel	350	77.00	17,500	3,850.00
Mainframe and TP-Monitor Adapters	-	-	34,500	7,590.00
Changed Data Capture Adapters	-	-	60,000	13,200.00
Application Adapters for Data Integration	90	19.80	3,000	660.00
GoldenGate Application Adapters	-	-	20,000	4,400.00
Application Adapters for Warehouse Builder	-	-	2,300	506.00
B2B for RosettaNet	690	151.80	34,500	7,590.00
B2B for EDI	690	151.80	34,500	7,590.00
B2B for ebXML	230	50.60	11,500	2,530.00

## Section II

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor	License	Software Update License & Support
<b>Tuxedo and Adapters</b>					
Tuxedo	1,800	396.00		60,000	13,200.00
Tuxedo Advanced Performance Pack	200	44.00		10,000	2,200.00
Tuxedo Jolt	-	-		9,000	1,980.00
Service Architecture Leveraging Tuxedo (SALT)	-	-		12,000	2,640.00
Tuxedo System and Applications Monitor Plus (TSAM Plus)	-	-		14,000	3,080.00
Tuxedo Mainframe Adapter for SNA	-	-		22,000	4,840.00
Tuxedo Mainframe Adapter for TCP	-	-		22,000	4,840.00
Tuxedo JCA Adapter	-	-		22,000	4,840.00
Tuxedo Application Runtime for CICS and Batch	-	-		22,000	4,840.00
Tuxedo Application Runtime for Batch	-	-		9,000	1,980.00
Tuxedo Application Runtime for IMS	-	-		19,500	4,290.00
Tuxedo Application Rehosting Workbench	42,500	9,350.00		-	-
Tuxedo Application Rehosting Test Manager	-	-		14,000	3,080.00
Tuxedo Message Queue	-	-		18,000	3,960.00
MessageQ	-	-		6,000	1,320.00
<b>Application Integration Architecture</b>					
Application Integration Architecture Foundation Pack	920	202.40		46,000	10,120.00
<b>Analytics Server / Business Intelligence Technology Products</b>					
Analytics Standard Edition One	1,200	264.00		-	-
Analytics Server	2,000	440.00		221,250	48,675.00
Analytics Server Administrator	5,800	1,276.00		-	-
Analytics Publisher	460	101.20		46,000	10,120.00
<b>Analytics Server Option:</b>					
Business Intelligence Management Pack	230	50.60		11,500	2,530.00
<b>Business Intelligence Data Integration Technology</b>					
Data Integrator for Oracle Business Intelligence	690	151.80		23,000	5,060.00
Informatica PowerCenter and PowerConnect Adapters	690	151.80		25,300	5,566.00
<b>Real-Time Decision (RTD) Technology</b>					
Real-Time Decision Server	92,000	20,240.00		Processor	
<b>Hyperion Business Intelligence Technology</b>					
Essbase Plus	2,900	638.00		138,000	30,360.00
Hyperion Financial Reporting	520	114.40		40,500	8,910.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>WebCenter Products</b>				
WebCenter Suite Plus	4,000	880.00	200,000	44,000.00
WebCenter Portal	2,500	550.00	125,000	27,500.00
WebCenter Content	3,450	759.00	172,500	37,950.00
WebCenter Sites	2,000	440.00	100,000	22,000.00
WebCenter Sites Satellite Server	500	110.00	25,000	5,500.00
WebCenter Universal Content Management	2,300	506.00	115,000	25,300.00
WebCenter Imaging	1,840	404.80	92,000	20,240.00
WebCenter Forms Recognition	2,000	440	100,000	22,000.00
WebCenter Enterprise Capture	1,200	264.00	60,000	13,200.00
WebCenter Capture Enterprise Standard Edition	600	132.00	30,000	6,600.00
WebCenter Real-Time Collaboration	100	22.00	20,000	4,400.00
<b>WebCenter Sites Options:</b>				
WebCenter Sites Mobile Option	400	88.00	20,000	4,400.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>WebCenter Adapters:</b>				
WebCenter Applications Adapter	-	-	20,000	4,400.00
WebCenter Adapter Framework	-	-	11,500	2,530.00
<b>WebCenter Management</b>				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

## Section II

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
<b>Identity Management Products</b>				
Enterprise Identity Services Suite Plus	180	39.60	Employee User	
	24	5.28	Non Employee User - External	
	250,000	55,000.00	Processor	1
Identity Governance Suite	3,600	792.00	Named User Plus	
	180,000	39,600.00	Processor	1
Entitlements Server	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Entitlements Server Security Module	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Directory Services Plus	12	2.64	Employee User	2000
	4.00	0.8800	Non Employee User - External	5000
	50,000	11,000.00	Processor	
Access Manager	25	5.5	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Federation	35,000	7,700.00	Processor	1
Identity Manager	70	15.40	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Manager Connectors Pack	100,000	22,000.00	Connector Pack	1
Identity Manager Connector	46,000	10,120.00	Connector	1
Enterprise Single Sign-On Suite Plus	85	18.70	Named User Plus	-
Access Management Suite Plus	180,000	39,600.00	Processor	1
	3,600	792.00	Named User Plus	
Identity and Access Management Suite Plus	110	24.20	Employee User	-
	15	3.30	Non Employee User - External	-
<b>Identity Management Enterprise Management</b>				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	
<b>Tools</b>				
Programmer	1,200	264.00	Named User Plus	-
Internet Developer Suite	5,800	1,276.00	Named User Plus	-



Section III

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Database Enterprise Management</b>				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	150	33.00	7,500	1,650.00
<b>Application Server Enterprise Management</b>				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
<b>Business Intelligence Management</b>				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
<b>WebCenter Management</b>				
Management Pack for WebCenter	240	52.80	12,000	2,640.00
	<b>License Price</b>	<b>Software Update License &amp; Support</b>	<b>Licensing Metric</b>	<b>Minimum</b>
<b>Identity Management Enterprise Management</b>				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	-
	<b>License Price</b>	<b>Software Update License &amp; Support</b>	<b>Licensing Metric</b>	<b>Minimum</b>
<b>Other Infrastructure Management</b>				
Configuration Management Pack for Applications	5,000	1,100.00	Per Processor	-
	100	22.00	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
Management Pack for Non-Oracle Middleware	9,500	2,090.00	Per Processor	-
	190	41.80	Per Named User Plus	-
<b>Service Management</b>				
Real User Experience Insight	8,000	1,760.00	Per Processor	10
	160	35.20	Per Named User Plus	500
<b>Engineered Systems Management</b>				
Exadata Management Pack	4,000	880.00	Per Processor	-
	80	17.60	Named User Plus	-
Zero Data Loss Recovery Appliance Management Pack	1,000	220.00	Per Disk Drive	-

Section IV

Prices in USA (Dollar)

	Oracle Application Specific Technology Products					
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Employee for HCM <sup>88</sup>	Software Update License & Support
<b>Application Server Products</b>						
WebLogic Suite for Oracle Applications	180	39.60	18,000	3,960.00	54	11.88
Coherence Enterprise Edition for Oracle Applications	46	10.12	4,600	1,012.00	14	3.08
Coherence Grid Edition for Oracle Applications	100	22.00	10,000	2,200.00		
<b>WebLogic Suite Options for Oracle Applications:</b>						
BPEL Process Manager Option for Oracle Applications	92	20.24	9,200	2,024.00	27	5.94
SOA Suite for Oracle Middleware for Oracle Applications	240	52.80	23,000	5,060.00	72	15.84
Unified Business Process Management Suite for Oracle Applications	230	50.60	23,000	5,060.00	69	15.18
<b>WebCenter Products</b>						
WebCenter Portal for Oracle Applications	350	77.00	50,000	11,000.00	105	23.10
WebCenter Imaging for Oracle Applications	368	80.96	36,800	8,096.00	110	24.20
<b>Identity Management Product</b>						
Identity and Access Management Suite Plus for Oracle Applications	9	1.98	80,000	17,600.00	9	1.98
<b>Analytics Server / Business Intelligence Technology Products</b>						
Analytics Publisher for Oracle Applications	60	13.20	18,400	4,048.00		
Analytics Server for Oracle Applications	267	58.74	85,000	18,700.00		
<b>Data Integration Technology Product</b>						
Data Integrator Enterprise Edition for Oracle Applications	180	39.60	12,000	2,640.00	27	5.94
GoldenGate for Oracle Applications	140	30.80	7,000	1,540.00		
<b>Berkeley Database</b>						
Berkeley DB – High Availability for Oracle Applications	-	-	3,920	862.40		
Berkeley DB – Transactional Data Store for Oracle Applications	-	-	2,320	510.40		
Berkeley DB Java Edition – High Availability for Oracle Applications	-	-	3,920	862.40		
Berkeley DB Java Edition – Transactional Data Store for	-	-	2,320	510.40		

**Application Specific Technology Products Licensing Rules and General Notes**

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications\*, Oracle Documaker, Oracle Media, Oracle Retail\*, Oracle Enterprise Taxation\*, Oracle Tax, Oracle Utilities\*, Oracle Financial Services\*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare\*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "\*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at <http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf>.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

## Definitions

**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. 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 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 Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, only the users of the database servers where masked data or data subsets originates must be licensed.

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 programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of 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.

For the purposes of the following program: Oracle GoldenGate for Big Data and Oracle GoldenGate for Big Data Targets, only the users of the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture, every queue/topic is counted as a user. In the instance of multiple source databases, NoSQL repositories, or messaging systems all users for all sources must be counted.

For the purposes of the following program: Oracle GoldenGate for Distributed Applications and Analytics, only the users of the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every queue/topic is counted as a user. For any use of Oracle Transaction Manager for Microservices Enterprise Edition Program, every 1 participating application services are counted as 5 named user plus users. For multiple participating application services, source databases, NoSQL repositories, or messaging systems, all users for all sources must be counted.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

For the purposes of the following program: Audit Vault and Database Firewall, only users of the sources which are protected, monitored or audited 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 (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), 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 Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, all database servers where masked data or data subsets originate must be licensed.

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, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, 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 programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, Data Integrator for Big Data, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, 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 program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running 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 processors running the Non Oracle database from which you capture data and (b) the processors running 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 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 purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purpose of the following programs: Oracle GoldenGate for Big Data and Oracle GoldenGate for Big Data Targets, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture, every 25 queues/topics are counted as a Processor. In the instance of multiple source databases, NoSQL repositories, or messaging systems all processors for all sources must be counted

For the purpose of the following Program: Oracle GoldenGate for Distributed Applications and Analytics, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every 25 queues/topics are counted as a Processor. For any use of Oracle Transaction Manager for Microservices Enterprise Edition, every 5 participating application services are counted as a Processor. In the instance of multiple participating application services, source databases, NoSQL repositories, or messaging systems all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Verrazzano Enterprise Container Platform, all processors in the nodes in the Kubernetes clusters where Verrazzano images are pulled must be counted when determining the number of subscriptions required. If any Kubernetes node is a virtual machine, then the number of processors on that Kubernetes node is subject to the guidelines documented in the Oracle Partitioning Policy (<https://www.oracle.com/assets/partitioning-070609.pdf>). In the case where a Kubernetes cluster is used as a dedicated Verrazzano Admin cluster and no managed workloads are run in that cluster, nodes in that cluster can be excluded from the count of processors that require a subscription.

## Definitions (continued)

**Application Developed:** is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

**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 date for your entire employee population. Applications 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 iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

**Annual Transaction Volume:** is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

**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.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

**Connector Pack:** is defined as a collection of connectors as specified in the Program Documentation for the applicable Connector Pack. There is no limitation on the number of physical servers on which any of the connectors in the pack may be copied, installed and used.

**Cost of Goods Sold:** is defined as 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.

**Customer:** is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

**Disk Drive:** A storage device that is either a Disk Drive or Flash Drive that stores data accessed by the program.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) 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.

**Employee for HCM:** 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 for HCM 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 for HCM: 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. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

**Employee User:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Entry:** is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

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

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Invoice Line:** is defined as the total number of 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 us.

**IVR Port:** is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

**Module:** is defined as each production database running the programs.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Physical Server:** is defined as each physical server on which the programs are installed.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

## Definitions (continued)

**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 that may be stored in the Case Hub application.. 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 all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at [\\_http://oracle.com/contracts](http://oracle.com/contracts) for the grant and restrictions of the underlying Oracle technology.

For 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.

**1000 Records:** is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Rule Set:** is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

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

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. \$1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Stream:** is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

**Terabyte:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**Transaction:** is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

**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 Employee:** is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**UPK 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. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**Verrazzano Enterprise Container Platform Annual Subscription:** is defined as the right to use the specified Program in accordance with the applicable license metric and to receive Oracle Software Update License & Support services for the subscription time period specified on the ordering document. The subscription is effective upon the effective date of the ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of Your subscription, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program will terminate and You must de-install all software (including any applications, tools, and binaries) provided to You and You may be subject to reinstatement fees if You later choose to reactivate Your subscription.

**Wireless Handset:** is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

**Workstation:** is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

**\$M Freight Under Management:** is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

**\$M in Revenue:** is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

**\$M in Managed Assets:** is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:  
<http://edelivery.oracle.com>

## 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 to Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via My Oracle Support. Features of My Oracle Support include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log service 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, Advanced Compression
- 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 My Oracle Support, which provides 24x7 web-based technical support, including web-based Service 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 optionally 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

Should a customer elect to not purchase Extended Support, they will receive Sustaining Support as detailed below.

#### **Sustaining Support**

Sustaining Support, offered after the expiration of Premier Support, 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 My Oracle Support
- 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 res

#### **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.