



**Oracle Global Price List
Siebel CRM Pricing**

November 1, 2024

Prices in USA Dollar-USD

Siebel CRM Applications

**Siebel CRM Applications Pricing
Siebel Base Applications**

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs—in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel Base Applications | | | | |
| L35107 Siebel CRM Base | 3,750.00 | 825.00 | Application User | |
| L34953 Siebel Communications, Media and Energy CRM Base Option | 400.00 | 88.00 | Application User | |
| L35532 Siebel Financial Services CRM Base Option | 400.00 | 88.00 | Application User | |
| L35798 Siebel Life Sciences CRM Base Option | 400.00 | 88.00 | Application User | |
| L35966 Siebel Manufacturing CRM Base Option | 400.00 | 88.00 | Application User | |
| L35322 Siebel Distribution CRM Base Option | 400.00 | 88.00 | Application User | |
| L36405 Siebel Public Sector CRM Base Option | 400.00 | 88.00 | Application User | |
| Siebel CRM Tools and Servers | | | | |
| L103896 Siebel Tools | 20,000.00 | 4,400.00 | Application User | |
| L36748 Siebel Test Automation Interfaces | 5,800.00 | 1,276.00 | Application User | |
| Application Testing & Management | | | | |
| L93151 Oracle Application Management Suite for Siebel | 300.00 | 66.00 | Named User Plus | 200 |
| L86565 Oracle Application Management Suite for Siebel | 15,000.00 | 3,300.00 | Processor | 4 |

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|------------------|---------|
| Siebel CRM General | | | | |
| L28837 Siebel Advanced Market Development Funds | 500.00 | 110.00 | Application User | |
| L103879 Siebel Anywhere | 200.00 | 44.00 | Application User | |
| L37836 Siebel Server Sync - Microsoft Exchange Server | 120.00 | 26.40 | Application User | |
| L35037 Siebel Content Publishing | 120.00 | 26.40 | Application User | |
| L35065 Siebel Contracts | 700.00 | 154.00 | Application User | |
| L85224 Siebel CRM Desktop | 300.00 | 66.00 | Application User | |
| L35128 Siebel CTI | 200.00 | 44.00 | Application User | |
| L35149 Siebel Customer Content | 350.00 | 77.00 | Application User | |
| L35191 Siebel Data Quality | 120.00 | 26.40 | Application User | |
| L35413 Siebel Employee Self-Service | 120.00 | 26.40 | Application User | |
| L96693 Siebel Events Manager | 350.00 | 77.00 | Application User | |
| L35560 Siebel Forecasting | 300.00 | 66.00 | Application User | |
| L35665 Siebel HelpDesk Online | 60.00 | 13.20 | Application User | |
| L70542 Siebel Lead Management | 230.00 | 50.60 | Application User | |
| L96641 Siebel Mobile | 575.00 | 126.50 | Application User | |
| L36182 Siebel Partner Manager | 500.00 | 110.00 | Application User | |
| L103888 Siebel Remote Client | 300.00 | 66.00 | Application User | |
| L72577 Siebel Smart Answer Connector | 200.00 | 44.00 | Application User | |
| L36699 Siebel SmartScript | 300.00 | 66.00 | Application User | |
| L36741 Siebel Territory Management | 575.00 | 126.50 | Application User | |
| L21525 Siebel Time and Expense Reporting | 120.00 | 26.40 | Application User | |
| L28823 Siebel Connector for Satmetrix Exchange | 60.00 | 13.20 | Application User | |
| Siebel CRM Customer Order Management | | | | |
| L37659 Siebel Advisor | 1,600.00 | 352.00 | Application User | |
| L34967 Siebel Configurator Administration Server | 115,000.00 | 25,300.00 | Computer | |
| L34974 Siebel Configurator Runtime | 2,200.00 | 484.00 | Application User | |
| L35163 Siebel Customer Order Management Administration Server | 230,000.00 | 50,600.00 | Customer | |
| L35170 Siebel Customer Order Management Administrator | 5,800.00 | 1,276.00 | Application User | |
| L35336 Siebel Dynamic Catalog | 1,000.00 | 220.00 | Application User | |
| L35343 Siebel Dynamic Pricer | 1,400.00 | 308.00 | Application User | |
| L36433 Siebel Quote and Order Capture | 1,150.00 | 253.00 | Application User | |
| L36447 Siebel Quotes | 460.00 | 101.20 | Application User | |
| Siebel CRM Sales | | | | |
| L69660 Oracle Business Approvals Connector for Sales Managers | 350.00 | 77.00 | Application User | 25 |
| L35427 Siebel Enterprise Selling Process (ESP) | 200.00 | 44.00 | Application User | |
| L43766 Siebel Portfolio Management Process (PMP) | 200.00 | 44.00 | Application User | |
| L36370 Siebel Proposals and Presentations | 400.00 | 88.00 | Application User | |
| L36734 Siebel Target Account Selling (TAS) | 200.00 | 44.00 | Application User | |
| Siebel CRM Service | | | | |
| L37681 Siebel Asset Management | 350.00 | 77.00 | Application User | |
| L70466 Siebel Change Management | 230.00 | 50.60 | Application User | |
| L35399 Siebel Email Response | 800.00 | 176.00 | Application User | |
| L35469 Siebel Field Service | 575.00 | 126.50 | Application User | |
| L35658 Siebel HelpDesk Option | 500.00 | 110.00 | Application User | |
| L36426 Siebel Quality Management | 300.00 | 66.00 | Application User | |
| L85236 Siebel Smart Answer for Service | 1,050.00 | 231.00 | Application User | |
| Siebel CRM Field Service | | | | |
| L37700 Siebel Barcode | 120.00 | 26.40 | Application User | |
| L35812 Siebel Logistics Manager | 300.00 | 66.00 | Application User | |
| L36287 Siebel Preventive Maintenance | 200.00 | 44.00 | Application User | |
| L36475 Siebel Repair | 200.00 | 44.00 | Application User | |
| L36580 Siebel Scheduling | 400.00 | 88.00 | Application User | |
| L61905 Oracle Real-Time Scheduler | 2,650.00 | 583.00 | Field Resource | 40 |

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|---------------------|---------|
| Siebel CRM Marketing Automation | | | | |
| L70466 Siebel Campaign Management | 2,530.00 | 556.60 | Application User | |
| L96679 Siebel Email/Web Offer Designer | 175.00 | 38.50 | Application User | |
| L35385 Siebel Email Marketing Server | 115,000.00 | 25,300.00 | Computer | |
| L35973 Siebel Marketing Resource Manager | 230.00 | 50.60 | Application User | |
| Siebel CRM Marketing Server | | | | |
| L36022 Siebel Marketing Server - up to 500,000 records | 172,500.00 | 37,950.00 | Computer | |
| L35994 Siebel Marketing Server - up to 1,000,000 records | 230,000.00 | 50,600.00 | Computer | |
| L36008 Siebel Marketing Server - up to 3,000,000 records | 316,500.00 | 69,630.00 | Computer | |
| L36015 Siebel Marketing Server - up to 5,000,000 records | 402,500.00 | 88,550.00 | Computer | |
| L36001 Siebel Marketing Server - up to 10,000,000 records | 490,000.00 | 107,800.00 | Computer | |
| L35987 Siebel Marketing Server - unlimited records | 575,000.00 | 126,500.00 | Computer | |
| Siebel CRM Loyalty | | | | |
| L60503 Siebel Loyalty Engine Standard Edition | 46,000.00 | 10,120.00 | 100K Member Records | 5 |
| L60495 Siebel Loyalty Engine Multi-Partner Edition | 105,000.00 | 23,100.00 | 100K Member Records | 5 |
| L35924 Siebel Loyalty Manager | 1,150.00 | 253.00 | Application User | |
| L35931 Siebel Loyalty Member Services Representative | 575.00 | 126.50 | Application User | |
| Siebel CRM Warranty | | | | |
| L89132 Siebel Warranty Claims | 1,500.00 | 330.00 | Application User | 10 |
| L89124 Siebel Warranty Validation Server | 100,000.00 | 22,000.00 | Computer | 2 |
| L89116 Siebel Warranty Processing | 3,000.00 | 660.00 | 1,000 Claims | |
| L89150 Siebel Warranty Management Administrator | 25,000.00 | 5,500.00 | Application User | 2 |

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|-----------------------|---------|
| Siebel CRM Not Requiring a Base - General | | | | |
| L35037 Siebel Content Publishing | 120.00 | 26.40 | Application User | |
| L35149 Siebel Customer Content | 350.00 | 77.00 | Application User | |
| L20241 Siebel HelpDesk | 1,150.00 | 253.00 | Application User | |
| Siebel CRM Not Requiring Base - Marketing and Loyalty | | | | |
| L60277 Siebel Loyalty Service Agent Console | 2,700.00 | 594.00 | Application User | |
| L36593 Siebel Segment Manager Stand Alone | 2,900.00 | 638.00 | Application User | |
| Siebel CRM Not Requiring Base - Customer Order Management | | | | |
| L34967 Siebel Configurator Administration Server | 115,000.00 | 25,300.00 | Computer | |
| L35163 Siebel Customer Order Management Administration Server | 230,000.00 | 50,600.00 | Customer | |
| L36154 Siebel Order Validation Engine | 0.230 | 0.0506 | Electronic Order Line | |
| Siebel CRM Not Requiring Base - HelpDesk | | | | |
| L37681 Siebel Asset Management | 350.00 | 77.00 | Application User | |
| L37761 Siebel Change Management | 230.00 | 50.60 | Application User | |
| L35665 Siebel HelpDesk Online | 60.00 | 13.20 | Application User | |

Siebel CRM Applications Pricing
Siebel CRM - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel CRM Customer Portal | | | | |
| L35371 Siebel eCustomer | 172,500.00 | 37,950.00 | Processor | |
| L43657 Siebel eSales | 115,000.00 | 25,300.00 | Processor | |
| L43666 Siebel eService | 57,500.00 | 12,650.00 | Processor | |
| L43648 Siebel Web Marketing | 34,500.00 | 7,590.00 | Processor | |
| L35826 Siebel Loyalty Customer Portal | 11,500.00 | 2,530.00 | Processor | |
| Siebel CRM Customer Portal Modules | | | | |
| L37669 Siebel Advisor for Customers | 46,000.00 | 10,120.00 | Processor | |
| L34981 Siebel Configurator Runtime for Customers | 57,500.00 | 12,650.00 | Processor | |
| L35044 Siebel Content Publishing for Customers | 5,800.00 | 1,276.00 | Processor | |
| L35350 Siebel Dynamic Pricer for Customers | 46,000.00 | 10,120.00 | Processor | |
| L35448 Siebel Events | 30,000.00 | 6,600.00 | Processor | |
| L36706 Siebel SmartScript for Customers | 11,500.00 | 2,530.00 | Processor | |
| Siebel CRM Customer Modules not Requiring a Customer Portal | | | | |
| L37661 Siebel Advisor Stand Alone | 57,500.00 | 12,650.00 | Processor | |

Siebel CRM Applications Pricing
Siebel CRM - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less than the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel CRM Partner Portal | | | | |
| L21050 Siebel Partner Portal | 500.00 | 110.00 | Registered User | |
| L35938 Siebel Loyalty Partner Portal | 230.00 | 50.60 | Registered User | |
| Siebel CRM Partner Portal Modules | | | | |
| L28844 Siebel Advanced Market Development Funds for Partners | 350.00 | 77.00 | Registered User | |
| L18561 Siebel Advisor for Partners | 150.00 | 33.00 | Registered User | |
| L103886 Siebel Anywhere for Partners | 200.00 | 44.00 | Registered User | |
| L37707 Siebel Basic Pricer for Partners | 120.00 | 26.40 | Registered User | |
| L70493 Siebel Campaign Management for Partners | 700.00 | 154.00 | Registered User | |
| L37747 Siebel Campaigns for Partners | 120.00 | 26.40 | Registered User | |
| L34988 Siebel Configurator Runtime for Partners | 575.00 | 126.50 | Registered User | |
| L35051 Siebel Content Publishing for Partners | 60.00 | 13.20 | Registered User | |
| L35177 Siebel Customer Order Management Administrator for Partners | 1,150.00 | 253.00 | Registered User | |
| L35357 Siebel Dynamic Pricer for Partners | 350.00 | 77.00 | Registered User | |
| L35490 Siebel Field Service for Partners | 350.00 | 77.00 | Registered User | |
| L35567 Siebel Forecasting for Partners | 120.00 | 26.40 | Registered User | |
| L35819 Siebel Logistics Manager for Partners | 120.00 | 26.40 | Registered User | |
| L35980 Siebel Marketing Resource Manager for Partners | 120.00 | 26.40 | Registered User | |
| L36175 Siebel Partner Commerce | 400.00 | 88.00 | Registered User | |
| L36384 Siebel Proposals and Presentations for Partners | 175.00 | 38.50 | Registered User | |
| L103895 Siebel Remote Client for Partners | 120.00 | 26.40 | Registered User | |
| L36713 Siebel SmartScript for Partners | 120.00 | 26.40 | Registered User | |
| L89141 Siebel Warranty for Partners | 300.00 | 66.00 | Registered User | |

Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|------------------|---------|
| Siebel CRM Web Channel | | | | |
| L35121 Siebel CRM Web Channel for Employees- up to 15 Objects | 700.00 | 154.00 | Application User | |
| L35114 Siebel CRM Web Channel for Customers- up to 15 Objects | 69,000.00 | 15,180.00 | Processor | |

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel Communications, Media and Energy General | | | | |
| L34841 Siebel CME Contracts | 700.00 | 154.00 | Application User | |
| L35058 Siebel Contract Terms and Conditions | 460.00 | 101.20 | Application User | |
| L36092 Siebel Network Order Entry | 460.00 | 101.20 | Application User | |
| L36273 Siebel Premises | 175.00 | 38.50 | Application User | |
| L36538 Siebel Rollup | 200.00 | 44.00 | Application User | |
| L21813 Siebel Work Orders | 175.00 | 38.50 | Application User | |
| Siebel Communications, Media and Energy Customer Order Management | | | | |
| L38652 Siebel Bulk Order Capture | 750.00 | 165.00 | Application User | |
| L38659 Siebel Bulk Orders Administration Server | 115,000.00 | 25,300.00 | Customer | |
| L34869 Siebel CME Quote and Order Capture | 1,500.00 | 330.00 | Application User | |
| L98629 Siebel Multisite Ordering | 595.00 | 130.90 | 100 Sites | 300 |
| L92897 Siebel Promotion Groups | 750.00 | 165.00 | Application User | |
| Siebel Communications, Media and Energy Sales | | | | |
| L37733 Siebel Call Reports | 120.00 | 26.40 | Application User | |
| L35240 Siebel Design Opportunity Management | 300.00 | 66.00 | Application User | |
| L35476 Siebel Field Service Assets | 175.00 | 38.50 | Application User | |
| L36308 Siebel Pricing Authorization Management | 200.00 | 44.00 | Application User | |
| L36328 Siebel Pricing Claims Server - Up to 20 Users | 115,000.00 | 25,300.00 | Computer | |
| Siebel Communications, Media and Energy Service | | | | |
| L37714 Siebel Billing Management | 175.00 | 38.50 | Application User | |
| L35079 Siebel Credit Management | 175.00 | 38.50 | Application User | |
| L35574 Siebel Fraud Management | 120.00 | 26.40 | Application User | |
| L36294 Siebel Price Comparison | 2,500.00 | 550.00 | Application User | |

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel Communications, Media and Energy Customer Portal | | | | |
| L34848 Siebel CME eCustomer | 175,000.00 | 38,500.00 | Processor | |
| L43726 Siebel CME eSales | 115,000.00 | 25,300.00 | Processor | |
| L43676 Siebel CME eService | 57,500.00 | 12,650.00 | Processor | |
| L43736 Siebel CME Web Marketing | 34,500.00 | 7,590.00 | Processor | |
| Siebel Communications, Media and Energy Customer Portal Modules | | | | |
| L36301 Siebel Price Comparison for Customers | 57,500.00 | 12,650.00 | Processor | |
| L34876 Siebel CME Quote and Order Capture for Customers | 40,000.00 | 8,800.00 | Processor | |

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less than the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|------------------|---------|
| Siebel Communications, Media and Energy Partner Portal | | | | |
| L34862 Siebel CME Partner Portal | 525.00 | 115.50 | Registered User | |
| Siebel Communications, Media and Energy Partner Portal Modules | | | | |
| L34855 Siebel CME Partner Commerce | 400.00 | 88.00 | Registered User | |
| L97289 Siebel Bulk Order Capture for Partners | 175.00 | 38.50 | Registered User | |
| L35086 Siebel Credit Management for Partners | 60.00 | 13.20 | Registered User | |
| L35253 Siebel Design Opportunity Management for Partners | 120.00 | 26.40 | Registered User | |
| L35581 Siebel Fraud Management for Partners | 60.00 | 13.20 | Registered User | |
| L36314 Siebel Pricing Authorization Management for Partners | 175.00 | 38.50 | Registered User | |
| L97272 Siebel Promotion Groups for Partners | 175.00 | 38.50 | Registered User | |
| L34883 Siebel CME Quote and Order Capture for Partners | 400.00 | 88.00 | Registered User | |

Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel Financial Services General | | | | |
| L35184 Siebel Customer Relationship Console - HTML | 850.00 | 187.00 | Application User | |
| L35504 Siebel Finance Events Manager | 400.00 | 88.00 | Application User | |
| L35518 Siebel Financial Accounts | 200.00 | 44.00 | Application User | |
| L36092 Siebel Network Order Entry | 460.00 | 101.20 | Application User | |
| L36377 Siebel Financial Services Proposals and Presentations | 400.00 | 88.00 | Application User | |
| L36538 Siebel Rollup | 200.00 | 44.00 | Application User | |
| Siebel Financial Services Customer Order Management | | | | |
| L86705 Siebel Financial Services Customer Order Management for Banking | 1,500.00 | 330.00 | Application User | |
| L36440 Siebel Financial Services Quote and Order Capture | 1,150.00 | 253.00 | Application User | |
| L36454 Siebel Financial Services Quotes | 460.00 | 101.20 | Application User | |
| Siebel Financial Services Sales | | | | |
| L37733 Siebel Call Reports | 120.00 | 26.40 | Application User | |
| L36085 Siebel Needs Analysis/Applications - Non credit | 200.00 | 44.00 | Application User | |
| Siebel Financial Services Finance Line of Business | | | | |
| L34897 Siebel Collections | 575.00 | 126.50 | Application User | |
| L34904 Siebel Commercial Banking Loan Approval | 300.00 | 66.00 | Application User | |
| L35072 Siebel Corporate and Commercial Banking | 200.00 | 44.00 | Application User | |
| L35093 Siebel Credit Origination | 260.00 | 57.20 | Application User | |
| L35742 Siebel Institutional Sales and Research | 300.00 | 66.00 | Application User | |
| L35763 Siebel Investment Banking | 200.00 | 44.00 | Application User | |
| L35770 Siebel Investment Management | 300.00 | 66.00 | Application User | |
| L36531 Siebel Retirement/Pension Management | 300.00 | 66.00 | Application User | |
| L36664 Siebel Small Business Banking | 200.00 | 44.00 | Application User | |
| L37420 Siebel Wealth Management | 300.00 | 66.00 | Application User | |
| Siebel Financial Services Healthcare | | | | |
| L35588 Siebel Group Coverage | 300.00 | 66.00 | Application User | |
| L35651 Siebel Healthcare Providers and Facilities | 200.00 | 44.00 | Application User | |
| L35728 Siebel Individual Coverage | 180.00 | 39.60 | Application User | |
| Siebel Financial Services Insurance | | | | |
| L35602 Siebel Group Pensions | 300.00 | 66.00 | Application User | |
| L35609 Siebel Group Policies | 300.00 | 66.00 | Application User | |
| L35735 Siebel Individual Life and Annuities | 175.00 | 38.50 | Application User | |
| L36210 Siebel Personal Lines Claims | 230.00 | 50.60 | Application User | |
| L36217 Siebel Personal Lines Policies | 300.00 | 66.00 | Application User | |
| Siebel Financial Services Insurance Service | | | | |
| L35483 Siebel Insurance Field Service | 575.00 | 126.50 | Application User | |

Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---|---------------|-----------------------------------|------------------|---------|
| Siebel Financial Services Customer Portal | | | | | |
| L35546 | Siebel Financial Services eCustomer | 172,500.00 | 37,950.00 | Processor | |
| L43716 | Siebel Financial Services eSales | 115,000.00 | 25,300.00 | Processor | |
| L43686 | Siebel Financial Services eService | 57,500.00 | 12,650.00 | Processor | |
| L43746 | Siebel Financial Services Web Marketing | 34,500.00 | 7,590.00 | Processor | |
| L35420 | Siebel Enrollment Portal | 70,000.00 | 15,400.00 | Processor | |
| Siebel Financial Services Customer Portal Modules | | | | | |
| L35497 | Siebel Finance Events | 40,000.00 | 8,800.00 | Processor | |

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|--|---------------|-----------------------------------|------------------|---------|
| Siebel Financial Services Partner Portal | | | | | |
| L32467 | Siebel Agent Portal | 500.00 | 110.00 | Registered User | |
| L35511 | Siebel Finance Partner Portal | 500.00 | 110.00 | Registered User | |
| Siebel Financial Services Agent Portal Options | | | | | |
| L35721 | Siebel Individual and Group Coverage for Partners | 120.00 | 26.40 | Registered User | |
| L35784 | Siebel Life and Pensions for Partners | 120.00 | 26.40 | Registered User | |
| L36161 | Siebel P&C Claims for Partners | 120.00 | 26.40 | Registered User | |
| L36168 | Siebel P&C Policies for Partners | 175.00 | 38.50 | Registered User | |
| Siebel Financial Services Partner Portal Modules | | | | | |
| L37843 | Siebel Financial Services Proposals and Presentations for Partners | 175.00 | 38.50 | Registered User | |

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|------------------|---------|
| Siebel Life Sciences General | | | | |
| L28830 Siebel Advanced Contracts | 1,450.00 | 319.00 | Application User | |
| L19052 Siebel Contract Terms and Conditions | 460.00 | 101.20 | Application User | |
| L35945 Siebel Managed Care | 1,150.00 | 253.00 | Application User | |
| L35952 Siebel Managed Care Profile | 300.00 | 66.00 | Application User | |
| L36036 Siebel Medical Education | 200.00 | 44.00 | Application User | |
| L36092 Siebel Network Order Entry | 460.00 | 101.20 | Application User | |
| L36147 Siebel Opportunities and Contracts | 300.00 | 66.00 | Application User | |
| L36224 Siebel Pharma Campaigns | 575.00 | 126.50 | Application User | |
| L36538 Siebel Rollup | 200.00 | 44.00 | Application User | |
| L36559 Siebel Samples | 300.00 | 66.00 | Application User | |
| Siebel Life Sciences Sales | | | | |
| L35240 Siebel Design Opportunity Management | 300.00 | 66.00 | Application User | |
| L36308 Siebel Pricing Authorization Management | 200.00 | 44.00 | Application User | |
| L36328 Siebel Pricing Claims Server-Up to 20 Users | 115,000.00 | 25,300.00 | Computer | |
| Siebel Life Sciences Service | | | | |
| L34897 Siebel Collections | 575.00 | 126.50 | Application User | |
| Siebel Life Sciences Medical Service | | | | |
| L36050 Siebel Medical Field Service | 575.00 | 126.50 | Application User | |
| Siebel Life Sciences Pharma Marketing Server | | | | |
| L36259 Siebel Pharma Marketing Server-First Brand | 1.15 | 0.253 | Customer Record | |
| L36252 Siebel Pharma Marketing Server-Additional Brand | 1.15 | 0.253 | Customer Record | |
| L36266 Siebel Pharma Marketing Server-Unlimited Brands -- Unlimited records | 345,000.00 | 75,900.00 | Processor | |

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---------------|-----------------------------------|------------------|------------------|
| Siebel Life Sciences Customer Portal | | | | | |
| L36231 | Siebel Pharma eService | 80,000.00 | 17,600.00 | | Processor |
| Siebel Life Sciences Pharma eService Modules | | | | | |
| L36029 | Siebel MedEd for Customers | 29,000.00 | 6,380.00 | | Processor |
| L36566 | Siebel Samples for Customers | 29,000.00 | 6,380.00 | | Processor |
| L35260 | Siebel Details | 175.00 | 38.50 | | Application User |
| L35272 | Siebel Details – Server capacity for an additional 10 concurrent users | 27,500.00 | 6,050.00 | | Computer |
| L35293 | Siebel Details – Server capacity for an additional 50 concurrent users | 55,000.00 | 12,100.00 | | Computer |
| L35279 | Siebel Details – Server capacity for an additional 100 concurrent users | 90,000.00 | 19,800.00 | | Computer |
| L35286 | Siebel Details – Server capacity for an additional 200 concurrent users | 126,500.00 | 27,830.00 | | Computer |

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---|---------------|-----------------------------------|------------------|------------------|
| Siebel Life Sciences Partner Portal Modules | | | | | |
| L35233 | Siebel Delegated Business Rules for Partners | 175.00 | 38.50 | | Registered User |
| L35246 | Siebel Design Opportunity Management for Partners | 120.00 | 26.40 | | Registered User |
| L35260 | Siebel Details | 175.00 | 38.50 | | Application User |
| L35272 | Siebel Details – Server capacity for an additional 10 concurrent users | 27,500.00 | 6,050.00 | | Computer |
| L35293 | Siebel Details – Server capacity for an additional 50 concurrent users | 55,000.00 | 12,100.00 | | Computer |
| L35279 | Siebel Details – Server capacity for an additional 100 concurrent users | 90,000.00 | 19,800.00 | | Computer |
| L35286 | Siebel Details – Server capacity for an additional 200 concurrent users | 126,500.00 | 27,830.00 | | Computer |
| L35805 | Siebel Life Sciences Field Service for Partners | 350.00 | 77.00 | | Registered User |
| L36321 | Siebel Pricing Authorization Management for Partners | 175.00 | 38.50 | | Registered User |

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|--|---------------|-----------------------------------|------------------|---------|
| Siebel Manufacturing General | | | | | |
| L35058 | Siebel Contract Terms and Conditions | 460.00 | 101.20 | Application User | |
| L36092 | Siebel Network Order Entry | 460.00 | 101.20 | Application User | |
| Siebel Manufacturing Automotive | | | | | |
| L37733 | Siebel Financial Accounts | 200.00 | 44.00 | Application User | |
| L35777 | Siebel Lease End-of-Term Processing | 200.00 | 44.00 | Application User | |
| L36210 | Siebel Personal Lines Claims | 230.00 | 50.60 | Application User | |
| L77831 | Siebel Remarketing | 575.00 | 126.50 | Application User | |
| L36762 | Siebel Title Management | 120.00 | 26.40 | Application User | |
| L37413 | Siebel Vehicle Contracts | 200.00 | 44.00 | Application User | |
| Siebel Manufacturing Oil, Gas and Chemicals | | | | | |
| L36113 | Siebel OGC Contracts | 700.00 | 154.00 | Application User | |
| L36134 | Siebel OGC Quote and Order Capture | 1,150.00 | 253.00 | Application User | |
| L36273 | Siebel Premises | 175.00 | 38.50 | Application User | |
| L36538 | Siebel Rollup | 200.00 | 44.00 | Application User | |
| L37441 | Siebel Work Orders | 175.00 | 38.50 | Application User | |
| Siebel Manufacturing Sales | | | | | |
| L35240 | Siebel Design Opportunity Management | 300.00 | 66.00 | Application User | |
| L36308 | Siebel Pricing Authorization Management | 200.00 | 44.00 | Application User | |
| L36328 | Siebel Pricing Claims Server-Up to 20 User | 115,000.00 | 25,300.00 | Computer | |
| Siebel Manufacturing Automotive Sales | | | | | |
| L19096 | Siebel Credit Origination | 260.00 | 57.20 | Application User | |
| Siebel Manufacturing Oil, Gas and Chemicals Sales | | | | | |
| L37733 | Siebel Call Reports | 120.00 | 26.40 | Application User | |
| Siebel Manufacturing Automotive Service | | | | | |
| L34897 | Siebel Collections | 575.00 | 126.50 | Application User | |
| Siebel Manufacturing Oil, Gas and Chemicals Service | | | | | |
| L37714 | Siebel Billing Management | 175.00 | 38.50 | Application User | |
| L35079 | Siebel Credit Management | 175.00 | 38.50 | Application User | |
| L35574 | Siebel Fraud Management | 120.00 | 26.40 | Application User | |

Siebel Manufacturing and Distribution Applications Pricing

Siebel Manufacturing - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|--|---------------|-----------------------------------|------------------|---------|
| Siebel Manufacturing Customer Portal | | | | | |
| L36120 | Siebel OGC eCustomer | 172,500.00 | 37,950.00 | Processor | |
| L43706 | Siebel OGC eSales | 115,000.00 | 25,300.00 | Processor | |
| L43696 | Siebel OGC eService | 57,500.00 | 12,650.00 | Processor | |
| L43756 | Siebel OGC Web Marketing | 34,500.00 | 7,590.00 | Processor | |
| Siebel Manufacturing Oil, Gas and Chemicals Customer Portal | | | | | |
| L36140 | Siebel OGC Quote and Order Capture for Customers | 40,000.00 | 8,800.00 | Processor | |

Siebel Manufacturing and Distribution Applications Pricing

Siebel Manufacturing - Partner Applications

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|--|---------------|-----------------------------------|------------------|---------|
| Siebel Manufacturing Partner Portal | | | | | |
| L35212 | Siebel Dealer Portal | 500.00 | 110.00 | Registered User | |
| L36127 | Siebel OGC Partner Portal | 500.00 | 110.00 | Registered User | |
| Siebel Manufacturing Partner Portal Modules | | | | | |
| L35253 | Siebel Design Opportunity Management for Partners | 120.00 | 26.40 | Registered User | |
| L36314 | Siebel Pricing Authorization Management for Partners | 175.00 | 38.50 | Registered User | |
| Siebel Manufacturing Dealer Portal Modules | | | | | |
| <i>(Each user of Dealer Portal Options requires a user of Dealer Portal)</i> | | | | | |
| L35100 | Siebel Credit Origination for Partners | 260.00 | 57.20 | Registered User | |
| L51315 | Siebel Dealer Advanced Marketing | 500.00 | 110.00 | Registered User | |
| L35233 | Siebel Delegated Business Rules for Partners | 175.00 | 38.50 | Registered User | |
| L35525 | Siebel Financial Accounts for Partners | 175.00 | 38.50 | Registered User | |
| L77841 | Siebel Remarketing for Partners | 575.00 | 126.50 | Registered User | |
| L36629 | Siebel Showroom for Dealers | 575.00 | 126.50 | Registered User | |
| Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules | | | | | |
| <i>(Each user requires a user of OGC Partner Portal)</i> | | | | | |
| L36099 | Siebel OGC Partner Commerce | 400.00 | 88.00 | Registered User | |
| L35086 | Siebel Credit Management for Partners | 60.00 | 13.20 | Registered User | |
| L35581 | Siebel Fraud Management for Partners | 60.00 | 13.20 | Registered User | |
| L36106 | Siebel OGC Quote and Order Capture for Partners | 230.00 | 50.60 | Registered User | |

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---------------|-----------------------------------|------------------|---------|
| Siebel Distribution General | | | | | |
| L35058 | Siebel Contract Terms and Conditions | 460.00 | 101.20 | Application User | |
| L36092 | Siebel Network Order Entry | 460.00 | 101.20 | Application User | |
| Siebel Distribution Consumer Goods General | | | | | |
| L28830 | Siebel Advanced Contracts | 1,450.00 | 319.00 | Application User | |
| L34995 | Siebel Consumer Goods Customer Order Management Administration Server | 138,000.00 | 30,360.00 | Customer | |
| L35219 | Siebel Deductions | 200.00 | 44.00 | Application User | |
| L35002 | Siebel Consumer Goods Dynamic Catalog | 400.00 | 88.00 | Application User | |
| L35756 | Siebel Inventory and Order Management | 1,150.00 | 253.00 | Application User | |
| L51662 | Siebel Consumer Goods Quote and Order Capture | 870.00 | 191.40 | Application User | |
| L36545 | Siebel Sales Volume Planning | 300.00 | 66.00 | Application User | |
| L36776 | Siebel Trade Promotions | 350.00 | 77.00 | Application User | |
| Siebel Distribution Hospitality Sales | | | | | |
| L35595 | Siebel Group Inventory and Execution | 4,200.00 | 924.00 | Application User | |
| Siebel Distribution Not Requiring a Base - General | | | | | |
| L35616 | Siebel Group Sales and Event Management | 200.00 | 44.00 | Guest Room | |

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---|---------------|-----------------------------------|------------------|---------|
| Siebel Distribution Consumer Goods Partner Portal Modules | | | | | |
| L35226 | Siebel Deductions for Partners | 175.00 | 38.50 | Registered User | |
| L36552 | Siebel Sales Volume Planning for Partners | 120.00 | 26.40 | Registered User | |
| L36783 | Siebel Trade Promotions for Partners | 300.00 | 66.00 | Registered User | |

Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|-------------------------------------|---------------|-----------------------------------|------------------|---------|
| Siebel Public Sector General | | | | |
| L36092 Siebel Network Order Entry | 460.00 | 101.20 | Application User | |

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---------------|-----------------------------------|------------------|---------|
| Siebel Public Sector Customer Portal | | | | |
| L36412 Siebel Public Sector eService | 80,000.00 | 17,600.00 | Processor | |

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

| Part Number | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---------------|-----------------------------------|------------------|---------|
| Siebel Public Sector Partner Portal | | | | |
| L36419 Siebel Public Sector Partner Portal | 500.00 | 110.00 | Registered User | |

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

| | | | | |
|---------------------------------|-----------|-----------|-----------|--|
| RTD | | | | |
| L103391 Siebel Next Best Action | 92,000.00 | 20,240.00 | Processor | |

**Complementary Products to Siebel CRM
Oracle Policy Automation Applications**

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

Oracle Intelligent Advisor Cloud Service is the preferred offering for Policy Automation functionality.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|-------------------------------------|---|---------------|-----------------------------------|--------------------|---------|
| Policy Automation Authoring | | | | | |
| L70902 | Oracle Policy Modeling | 100,000.00 | 22,000.00 | Application User | |
| Policy Automation Deployment | | | | | |
| L70851 | Oracle Policy Automation | 200,000.00 | 44,000.00 | Processor | |
| L76976 | Oracle Policy Automation | 1,000.00 | 220.00 | Application User | 500 |
| L92818 | Oracle Policy Automation for Oracle CRM On Demand | 500.00 | 110.00 | Application User | 50 |
| Policy Automation General | | | | | |
| L70873 | Oracle Policy Automation Connector for Siebel | 80,000.00 | 17,600.00 | Processor | |
| L76982 | Oracle Policy Automation Connector for Siebel | 400.00 | 88.00 | Application User | 500 |
| L92810 | Oracle Policy Automation Connector for Oracle CRM On Demand | 50,000.00 | 11,000.00 | Connected Instance | |

**Complementary Products to Siebel CRM
Oracle ATG and Endeca Offerings**

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|--|---------------|-----------------------------------|--------------------------|---------|
| ATG Commerce | | | | | |
| L100585 | ATG Web Commerce | 500,000.00 | 110,000.00 | 250,000 Requests per Day | |
| L100591 | WebCenter Sites for Oracle ATG Web Commerce | 40,000.00 | 8,800.00 | 250,000 Requests per Day | |
| L88676 | ATG Web Commerce Merchandising | 50,000.00 | 11,000.00 | Application User | 2 |
| L88692 | ATG Web Commerce Service Center | 2,500.00 | 550.00 | Application User | 20 |
| L88684 | ATG Web Commerce Search | 160,000.00 | 35,200.00 | Processor | |
| ATG Developer and Administrator | | | | | |
| L88730 | ATG Web Commerce Developer and Administrator | 5,000.00 | 1,100.00 | Application User | |
| ATG Knowledge Manager | | | | | |
| L88700 | ATG Web Knowledge Manager | 10,000.00 | 2,200.00 | Application User | 20 |
| L88708 | ATG Web Knowledge Manager Self-Service | 200,000.00 | 44,000.00 | Processor | |
| Endeca Search | | | | | |
| L100597 | Endeca Guided Search | 150,000.00 | 33,000.00 | 500,000 Queries per Day | |
| L100603 | Endeca Experience Manager | 100,000.00 | 22,000.00 | 250,000 Requests per Day | |
| Endeca Search Add-Ons | | | | | |
| L94262 | Endeca Relationship Discovery | 45,000.00 | 9,900.00 | Processor | |
| Endeca Developer and Administrator | | | | | |
| L94246 | Endeca Developer | 5,000.00 | 1,100.00 | Application User | |

**Complementary Products to Siebel CRM
Oracle Knowledge Applications**

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontology's (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontology's and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners/distributors, and knowledge intranets for employees (whose primary function is NOT to support human-assisted contact center channels).
- When quoting Knowledge for Web Self-Service only count processors used by the out-of-the-box Web Self-Service UI (Information Center), or processors handling service requests from custom UIs using the web service API layer (Information Manager Web Services).
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows. Contact Center employees may access Oracle Knowledge for Web Self-Service, but they must first have an Oracle Knowledge for Contact Center license.

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|-------------------------------------|--|---------------|-----------------------------------|------------------|---------|
| Knowledge Enterprise Edition | | | | | |
| L92974 | Oracle Knowledge for Contact Center Enterprise Edition | 2,000.00 | 440.00 | Application User | |
| L92966 | Oracle Knowledge for Web Self Service Enterprise Edition | 300,000.00 | 66,000.00 | Processor | |
| Knowledge Standard Edition | | | | | |
| L92982 | Oracle Knowledge for Contact Center Standard Edition | 1,250.00 | 275.00 | Application User | |
| L92958 | Oracle Knowledge for Web Self Service Standard Edition | 150,000.00 | 33,000.00 | Processor | |
| Knowledge Analytics | | | | | |
| L93549 | Oracle Knowledge Analytics | 5,800.00 | 1,276.00 | Application User | 5 |

**Complementary Products to Siebel CRM
Oracle Master Data Management Applications**

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|--|---|---------------|-----------------------------------|------------------|-----------|
| Master Data Management - Customer Hub for B2B | | | | | |
| L42021 | Oracle Customer Hub B2B | 9.00 | 1.98 | Record | 50,000 |
| L42063 | Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite | 4.50 | 0.990 | Record | 50,000 |
| Customer Hub & Customer Hub Add-on options | | | | | |
| <i>(Customer Hub options are available only with Siebel UCM)</i> | | | | | |
| L42028 | option: Oracle Activity Hub B2B | 3.20 | 0.704 | Record | 50,000 |
| L42035 | option: Oracle Field Service Hub B2B | 3.20 | 0.704 | Record | 50,000 |
| L42042 | option: Oracle Marketing Hub B2B | 3.20 | 0.704 | Record | 50,000 |
| L42049 | option: Oracle Sales Hub B2B | 3.20 | 0.704 | Record | 50,000 |
| L42056 | option: Oracle Service Hub B2B | 3.20 | 0.704 | Record | 50,000 |
| Master Data Management - Customer Hub for B2C | | | | | |
| L42070 | Oracle Customer Hub B2C | 0.460 | 0.1012 | Record | 1,000,000 |
| L42112 | Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite | 0.230 | 0.0506 | Record | 1,000,000 |
| Customer Hub & Customer Hub Add-on options | | | | | |
| <i>(Customer Hub options are available only with Siebel UCM)</i> | | | | | |
| L42077 | option: Oracle Activity Hub B2C | 0.160 | 0.0352 | Record | 1,000,000 |
| L42084 | option: Oracle Field Service Hub B2C | 0.160 | 0.0352 | Record | 1,000,000 |
| L42091 | option: Oracle Marketing Hub B2C | 0.160 | 0.0352 | Record | 1,000,000 |
| L45991 | option: Oracle Privacy Management Policy Hub B2C | 0.320 | 0.0704 | Record | 1,000,000 |
| L42098 | option: Oracle Sales Hub B2C | 0.160 | 0.0352 | Record | 1,000,000 |
| L42105 | option: Oracle Service Hub B2C | 0.160 | 0.0352 | Record | 1,000,000 |
| Master Data Management - Vertical Customer Hub | | | | | |
| <i>(Vertical MDM options are available only with Siebel UCM)</i> | | | | | |
| L42147 | Oracle Automotive Captive Finance Customer Hub | 1.60 | 0.352 | Record | 1,000,000 |
| L42154 | Oracle Case Hub | 0.370 | 0.0814 | Record | 1,000,000 |
| L74920 | Oracle Higher Education Constituent Hub | 1.30 | 0.286 | Record | 300,000 |
| L42161 | Oracle Life Sciences Customer Hub | 2.90 | 0.638 | Record | 100,000 |
| Master Data Management - Product Information Management (PIM) | | | | | |
| L42168 | Oracle Product Hub | 14.00 | 3.08 | Record | 20,000 |
| L42175 | Oracle Product Hub Add-on | 7.00 | 1.54 | Record | 20,000 |
| Master Data Management - Administrative & Development | | | | | |
| L90103 | Oracle Customer Hub Data Steward | 5,795.00 | 1,274.90 | Application User | 10 |
| L74931 | Oracle Higher Education Constituent Hub Data Steward | 5,795.00 | 1,274.90 | Application User | 10 |
| L42140 | Oracle Product Hub Data Steward | 5,795.00 | 1,274.90 | Application User | 20 |

| Part Number | | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|--|---------------|-----------------------------------|------------------|---------|
| Master Data Management - Enterprise Data Quality | | | | | |
| L94196 | Oracle Enterprise Data Quality Address Verification Server | 63,300.00 | 13,926.00 | Processor | 4 |
| L99899 | Oracle Enterprise Data Quality Standardization and Match | 275,000.00 | 60,500.00 | Processor | 4 |
| L90986 | Oracle Enterprise Data Quality Profile and Audit | 150,000.00 | 33,000.00 | Processor | 4 |

Definitions

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. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

\$M in Application Annual Revenue: is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

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

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.

\$M Cost of Goods Sold: is defined as one million U.S. dollars of 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.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Contact Record: is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

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.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

Each: is defined as a single service requested. Clients may request these services multiple times and will pay for each service per request.

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

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Guest Room: is defined as the number of guest rooms managed by the program.

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.

1,000 Interactions: is defined as one thousand interactions where one interaction is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interactions exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interactions is equal to or less than the number of licensed quantity.

\$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.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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Named User Plus / Named 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. 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, Oracle VM Management Pack, 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 licenses required.

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

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes 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 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: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

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.

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

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

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, Standard Edition 2, 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, Standard Edition 2, 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, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, 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: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, 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 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 purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. 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 Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. 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.

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 Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences 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 product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all 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> for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

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 only your business partners and/or customers and shall not be your employees.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

100MB per month is defined as 100 megabytes of storage space used each month.

Telephone Number is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

1K Transactions is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

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.

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UPK Module is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

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.

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 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 USD 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 USD 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 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 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 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.