ORACLE

Managed Services – Service Descriptions

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Professional Services Delivery Policies

The Oracle Professional Services Delivery Policies ("Policies") available at **http://www.oracle.com/contracts** apply to all professional services in your order.

Oracle's Professional Services Delivery Policies are subject to change, but such changes will not materially reduce the level of performance, functionality, security, or availability for the Services for the duration of Your order.

GLOSSARY

For purposes of the limitations described herein, the following definitions apply:

ACCOUNT & SERVICE REVIEW FREQUENCY, SERVICE PLAN UPDATE & SERVICE REQUEST REVIEW FREQUENCY, AVAILABILITY PLAN FREQUENCY, and OPERATIONAL REPORTING FREQUENCY are the maximum entitlement for Your use of continual service improvement and governance services as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*

ADMINISTRATIVE USER: An End User assigned by You to (i) identify the End Users permitted to use certain components of the Managed Services Environment and, (ii) assign one or more responsibilities to each End User.

APPLICATION ENVIRONMENTS: Maximum number of Production, Test, or development environments per target application integrated with OIM and IDCS; the Services are not available for Disaster Recovery Environments.

ATTESTATION REPORT: A document, in a format determined by Oracle, that provides evidence that the Services have been implemented and tested per the requirements.

BLOCK STORAGE ALLOCATION: Total GB of storage used as required to operate applications, shared services, and virtual machine database systems with Enterprise Edition Extreme Performance.

BREAK-FIX: A code change designed to restore, to its pre-change state, the logic or functionality of a CEMLI that had been affected by a Change to an environment**.**

BUSINESS TRANSACTION MONITORING (BTM): BTM included with Your initial purchase of the Services. BTM is designed to monitor Your critical business transactions as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*.

CEMLI: An acronym for any "configuration, extension, modification, localization, and integration".

CERTIFIED CONFIGURATION means the combination of the configuration, instances, Oracle Programs, and operating system that is compliant with Managed Services standards and policies.

CHANGE(S): Deployment of a specific addition, modification, or removal, of a component, item, feature, or function, to an environment, initiated by Oracle or You. Examples of Changes are the deployment of a Release into the environment and a modification to the environment configuration.

CLOUD SERVICE UNITS (CSUs): Oracle Cloud Service Units (CSUs) may be used to obtain the services as described in the *Oracle Cloud Service Unit Catalog.*

CO-RESIDENT THIRD PARTY PROGRAM: Any software from a Third Party Software vendor that resides in the same environment as, and simultaneously shares the same database and compute resources as, the Oracle Programs; Co-resident Third Party Programs do not include Required Software.

COMPARTMENT: A logical container within Oracle Cloud Infrastructure ("OCI") that organizes and isolates cloud elements, such as network, storage, and compute resources for a specific set of environments.

CRITICAL BUSINESS PROCESSES: Critical business processes across the Identified Oracle Programs and/or integrations which Oracle will monitor, and for which Oracle will manage SRs.

CRITICAL PATCH UPDATES ("CPUs"): Collections of security updates for Oracle products that are available to customers with valid technical support contracts and that are applied to the environment as part of the emergency release management process as described in the Release Management Policy.

DISASTER: An unplanned outage that causes a complete loss of access to and use of the Oracle Programs in the Production Environment at a primary data center location for a period greater than 24 hours, as declared by Oracle.

DISASTER RECOVERY ENVIRONMENT*:* An instance specifically setup to recover Production Environment data at a secondary data center location in the event of a Disaster.

END USER: A user authorized by You to use certain Oracle programs and components of the Managed Services Environment.

ENHANCED RECOVERY SERVICES: Services designed to recover production data from a primary data center location to a secondary data center location in the event of a Disaster in accordance with the Recovery Time Objective ("RTO") and Recovery Point Objective ("RPO").

FASTCONNECT: Network connectivity used for connecting Your network with Oracle Cloud Services.

IDENTIFIED EXTENSIONS: Your pre-existing Extensions identified during the Initiation Phase for which You may submit Standard Extension Service Requests or Complex Extension Service Requests.

IDENTITY DOMAIN: A container used to address a variety of identity and access management (IAM) use cases, such as managing access for employees across numerous cloud and on-premises applications, enabling secure authentication, easy management of entitlements, and seamless SSO for end users.

INCIDENT: An event experienced by You in the use of the Managed Services for which a Service Request has been submitted, that is not consistent with the standard, documented operation of the Managed Services, and which causes, or may cause, a service interruption.

INITIATION PHASE: The period at the commencement of the Services during which Oracle and You will perform the defined activities to transfer relevant information.

LOAD BALANCER: Load balancing for automated traffic distribution.

MACHINE LEARNING: An application of artificial intelligence (AI) that enables computers to automatically learn and improve from experience to perform new/alternative functions without explicitly being programmed.

MAINTENANCE CODE RELEASE: Any Release designed to address the manner in which Oracle Programs process data or operate, and neither contains new functionality nor changes the results of processing data. Examples of Maintenance Code Releases are individual patches, tool updates, tax updates, bug fixes, and maintenance packs. The term Maintenance Code Release specifically excludes any Service Pack or upgrade.

MANAGED HOSTED ENVIRONMENT: The combination of systems and supporting resources to which Oracle grants You access as part of the Oracle Cloud Services ordered by You, that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the Managed Services, and (ii) used by Oracle to perform the Managed Services. The Managed Hosted Environment consists of the Production Environment, and any non-Production Environment(s), as referenced in the applicable order.

MY ORACLE SUPPORT ("MOS"): Oracle's web-based customer support and ticketing system under which Oracle provides technical support for Oracle Programs and by which You may submit Service Requests and/or Requests for Change. The use of My Oracle Support is obtained by purchasing technical support services from Oracle under a separate contract.

NON-PRODUCTION ENVIRONMENT: An instance that is specifically configured for Your use (or, as applicable, Your implementer's use) of the Oracle Programs for non-production activities that relate to the Managed Services, such as development, training, data conversion, and CEMLI maintenance.

OCPU ALLOCATION: Total number of OCPUs deployed to support compute for applications, shared services, and virtual machine database systems with Enterprise Edition Extreme Performance as required for delivery of the Services.

ORACLE CLOUD MARKETPLACE: Online marketplace that provides images and stacks for deployment of business applications or professional services in Your tenancy on Oracle Cloud Infrastructure.

OUTAGE: A complete loss of access to and use of the Production Environment, the Production Support Environment, or the Non-Production Environment. An Outage may be a Planned Outage or an Unplanned Outage.

PERIODIC MAINTENANCE PLAN (PMP): A written plan prepared and maintained by Oracle that generally describes the schedule for the application of Changes, updates, and patches to the Production Environment.

PLANNED OUTAGE: An Outage scheduled by Oracle during which Oracle performs system maintenance and other activities for the environment and the Managed Services.

POST-PRODUCTION GO-LIVE: The period following the Production Go-Live of the Production Environment.

PRIMARY HOURS OF OPERATION: Your local business hours during which the Services will be provided (in Hours per Day x Days per Week).

PROBLEM: Either (i) the collection of multiple recurring Incidents that exhibit common symptoms and that originate from a single, common cause, or (ii) a single Incident that results from a single error, and that has an on-going significant impact on the Managed Services (such as an Unplanned Outage), in each case for which the cause is unknown.

PRODUCTION ASSESSMENT: A document that is prepared by Oracle prior to Production Go-Live and that contains Oracle's assessment of the compliance of Your Environment with Oracle Managed Services standards.

PRODUCTION ENVIRONMENT: The instance within the Environment that is specifically set up and configured to support Your use of the Oracle Programs and used by You for production operations.

PRODUCTION GO-LIVE: The date on which You first commences use of the Production Environment for production operations (i.e., to process live data).

PRODUCTION READY STATUS: A designation given by Oracle to You indicating that You may commence use of a Production Environment for production operations.

PRODUCTION SUPPORT ENVIRONMENT: The TEST and DEMO Environments that are specifically set up and configured in a manner that closely resembles the Production Environment, and that are used, as applicable, to troubleshoot and facilitate Incident resolution, to test changes

prior to promotion of such changes to the Production Environment and for demonstration purposes.

RAC: Oracle's Real Application Cluster ("RAC") software used within Your Cloud Service database environment.

RAC NODE: One Instance of an Oracle Real Application Cluster-enabled database running on one node in a cluster.

REFRESH: The process of copying database files, application files, and/or the application metadata and artifacts from a source environment to a target environment and updating related configurations within the environment.

REGRESSION TEST SCRIPTS: Pre-defined test scripts provided by You, not to exceed 25 steps per script, that Oracle will execute to validate that a recent Change has not adversely affected existing functionality.

RELEASE: A software change or set of software changes, to Oracle Programs, that is provided to You by Oracle's Support Services organization as part of Oracle's technical support services.

REQUEST FOR CHANGE ("RFC"): A request submitted by You via My Oracle Support for a Change to an environment in accordance with the Oracle Managed Cloud Change Management Policy.

REQUEST SYSTEM: System through which Service Requests for the Services are raised and managed.

REQUIRED SOFTWARE: Third Party Software for which Oracle requires You to separately purchase a license and technical support in connection with Managed Services for certain Oracle Programs, and for which Oracle expressly performs Managed Services, as described in the applicable service description.

RESTORE: Reload of an image copy of database files and application files from a backup to the environment from which the copy was made.

ROOT CAUSE ANALYSIS ("RCA"): Process by which Oracle seeks to determine the root cause of a Problem and/or an Incident, identify details of any work-around, including reasons for the work-around, as applicable, and the history of the Problem or Incident.

SECURITY ACTIVITIES: Measures taken by Oracle to protect the confidentiality, integrity, and availability of Your Content.

SERVICE DELIVERY REVIEWS: Meetings conducted with You to review service reports, discuss findings, risks and remediation recommendations, review delivery of the Services, identify any changes in Your business or environment(s) that may impact effectiveness of the Services, and evaluate additional services that may be required to address new threats.

SERVICE INTERRUPTION: A material reduction of the functionality and responsiveness of a component of the Production Environment, a Production Support Environment, or a Non-Production Environment, such that Your ability to use the Managed Services to process one or more of Your key business transactions is significantly impacted.

SERVICE LANGUAGE: The language used to perform the Services. Additional language options are available for purchase, if required.

SERVICE REQUEST ("SR"): A request for assistance with the environment or any component thereof submitted to My Oracle Support.

SEVERITY LEVEL: The level of criticality assigned to a Service Request based on the defined criteria described in the Oracle Managed Cloud Incident and Problem Management Policy in Appendix 1.

STABILIZATION PERIOD: A ramp period following Changes to a Production Environment, such as (a) initial system implementation or migration, (b) point releases and major upgrades of application software, (c) introduction of CEMLIs, (d) introduction of Third Party Software, or (d) introduction of additional modules.

TENANCY: The main structure within Oracle Cloud Infrastructure ("OCI") that contains all of an organization's resources. Within a tenancy, administrators can create one or more Compartments, create additional users and groups, and assign policies that grant groups the ability to use resources with a Compartment.

TEST SCRIPT REPOSITORY: Repository for Regression Test Scripts, each requiring a maximum of 25 steps, maintained by Oracle and accessible to You.

THIRD PARTY SOFTWARE: Software from a Third Party Software vendor, which is not provided by Oracle as part of the Managed Services, and any software developed or provided by You. Examples of Third Party Software are Required Software and Approved Third Party Software.

TIER TYPES: Types of tiers within the Compute Cloud Services environment, of which one or more compute nodes may be deployed for a unique function in the architecture, including, but not limited to: database, private middle, public middle, Oracle Discoverer, Oracle Endeca Commerce, and UPK Content, Knowledge and Development.

UNPLANNED OUTAGE: A complete loss of access to and use of a Production Environment that was not scheduled by Oracle or You and is caused by an Incident or Problem.

USER ACCEPTANCE TESTING ("UAT"): A formal testing process that is part of the Change Management Process conducted by You of a specified Change to the environment for the purpose of determining whether such Change meets identified acceptance criteria.

VIRTUAL MACHINE DATABASE SYSTEM: A virtual machine that has Oracle Database software deployed and configured with a user-specified number of cores, software edition, and database version. The Virtual Machine Database System contains one container database (CDB) that can have multiple pluggable databases (PDBs). A single CDB with a single PDB is created by default when the Virtual Machine Database System is created.

VM COMPUTE: VM Compute is a virtual machine (VM) that is an independent computing environment that runs on top of physical bare metal hardware. The virtualization makes it possible to run multiple VMs that are isolated from each other.

ORACLE MANAGED SERVICES FOR PLATFORM AS A SERVICE ("PAAS") AND INFRASTRUCTURE AS A SERVICE ("IAAS") - SERVICE DESCRIPTIONS

MCS - Oracle Advanced Management for Hybrid Cloud

Part #	Service Offering
B95183	MCS – Oracle Advanced Management for Hybrid Cloud
B95407	MCS – Oracle Managed Cloud Services Supplemental Resources - Day

Description of Services

Oracle Advanced Management for Hybrid Cloud (the "Services") consists of the services described herein for (a) the specific Oracle Application and Middleware Programs subject to the Services (the "Supported Oracle Programs"); (b) the number and type of environments subject to the Services (the "Identified Environments"); (c) the Oracle Database(s) subject to the Services (the "Identified Databases"); (d) the Cloud platform and operating system subject to the Services (the "Identified Platforms"); and (e) the engineered systems, servers, storage and network devices, (collectively, "Supported Products").

Oracle will utilize Oracle tools and systems (collectively, the "Support Platform"), including a customer portal for collecting, managing, updating, and presenting information to provide You with the following services in accordance with the Managed Services Exhibit:

1. Provide You with the environment discovery workbook template to be completed by You within seven (7) business days from the Services start date indicated in the order to document the technical environment details (the "Environment Discovery Workbook") required for Oracle to create the Delivery Plan (defined below).
2. Technical Account Manager: Oracle will provide a Technical Account Manager ("TAM") who will serve as Your single point of contact for the following:
    a. Service Initiation
        i. Conduct an orientation to introduce the TAM and any resources who will assist with service setup and configuration, review the Services scope, Your obligations, and applicable processes for the Services.
        ii. Assist You to identify and document Your specific service set and configuration priorities, schedules, and transition plans.
        iii. Identify and document the key Oracle contacts and Your technical contacts ("Customer Contacts").
        iv. Manage the creation of a joint plan (the "Delivery Plan") that will identify, verify, and document (a) Your Supported Products and any associated customizations; (b) Your Identified Environments (c) Your technical administration, operational, and monitoring framework, including any tools; (d) Your processes and procedures for service requests, including Incident management, Change Management, Release management, configuration management, Problem management, and escalation management; (e) Your ticketing system, as applicable; (f) Your functional and technical design documents; and (g) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database.

v. Schedule and manage the installation of the Support Platform software, tooling, and client-side agents.

b. Service Management and Operational Governance

i. Maintain the Delivery Plan.

ii. Perform periodic service delivery reviews, including progress and status of service deliverables, service performance.

iii. Perform periodic activity and service request reviews that may consist of status reports, SR reviews, review of Your open SRs, and discussion of SR priorities.

iv. Validate that change and configuration updates are recorded and verify that change policies are enforced.

v. Check performance against any applicable service level objectives or agreements.

vi. Coordinate communication between delivery contacts and Your Customer Contacts.

vii. Assist with scheduling of special events, such as disaster recovery testing and planned outages.

viii. Assist with any escalations related to the Services.

3. Monitoring Services: Oracle will setup and provide monitoring of the Supported Products, twenty-four (24) hours a day, seven (7) days a week, 365 days a year to identify nonstandard activity for Your Supported Products.

a. Install and configure the Support Platform within an Oracle owned OCI tenancy.

i. Provide, configure, and manage client-side agents to be utilized by the Support Platform to obtain remote access to the Supported Products to collect key performance and operational metrics.

ii. Set up the Support Platform web-based interface with access for You and authorized Oracle engineers for configuring and maintaining the configuration management database ("CMDB"), managing monitoring events, handling change requests and documenting Your requests.

iii. Provide fault, availability and performance monitoring of the environments and Supported Products and generate an automated event record of the occurrence of any nonstandard activity or event (collectively, an “Event”).

iv. Determine whether an Event constitutes an Incident:

1) An Event that causes an unplanned interruption or immediate material reduction in the quality of performance of the Supported Products shall be referred to as an Incident.

2) For each Event that Oracle determines to be an Incident, an Incident ticket (“Incident Ticket”) will be created in the Support Platform.

4. Service Center: The Oracle service center will provide the following activities:

- Incident management of incident tickets (“Incident Tickets”) and tickets submitted by Your help desk team for Incidents (“User Ticket,” and together with Incident Ticket, “Ticket(s)”)
- Problem management to analyze Incidents and identify the root cause of Problems; and
- RFC management as submitted by Your Customer Contacts

a. Incident Management.

i. Utilize the ticketing system embedded in the Support Platform to manage Tickets.

ii. Receive, acknowledge, validate, and classify Tickets.

iii. Use commercially reasonable efforts to notify Your Customer Contact of a Severity 1, Severity 2, or Severity 3 Incident Ticket in accordance with the Service Level and Availability Management section below.

iv. Use commercially reasonable efforts to respond to Your User Tickets in accordance with the Service Level and Availability Management section below.

v. Categorize the Incident based on Oracle's Severity Level definitions and assign the appropriate Severity Level to the Ticket. The current definition of Oracle's Severity Levels is available in the applicable Oracle Technical Support Policies which may be accessed at http://www.oracle.com/support/policies.html.

vi. Open an SR with MOS, as necessary, including relevant information from the related Ticket(s), and route SRs to the appropriate team within Oracle.

vii. Monitor the progress of MOS SRs and provide status updates throughout the Incident lifecycle.

viii. Coordinate with Your Incident management team, as required.

b. Problem Management.

i. Coordinate the remediation of the Problem and provide recommendations for corrective action.

ii. Collect system data, such as trace files, log files, and diagnostic information, as necessary to diagnose a Problem.

iii. Coordinate with MOS, triage, troubleshoot, and work an SRs associated with a Problem until one of the following occurs:

1. The underlying issue has been resolved;

2. A work-around has been implemented;

3. The Problem is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team;

4. You and Oracle agree to close the Ticket

iv. Complete, submit, and review with You a Root Cause Analysis ("RCA") report for any Problem and associated Severity Level 1 Tickets.

v. Validate closure of any Tickets and SRs associated with the Problem.

5. Change Management.

a. Schedule and execute RFCs submitted by Your designated Customer Contacts via the Request System for the following: updates, parameter changes, software changes, and adding and/or removing components for Supported Products.

b. Use commercially reasonable efforts to implement changes requested by You via an RFC in accordance with the mutual agreed change management process and the following priority levels and objectives:

Change Priority Levels

Priority Level	Priority Level Assignment Definition	Service Level Objective
Emergency	An urgent change deployment to resolve an Incident or Problem	Four (4) Hours
Urgent	A change whose deployment is expedited to be performed outside of the planned change management process require least eight (8) hours of notice;	Next Business Day
Planned	A change that is requested, documented, and approved at least forty-eight (48) hours before deployment	The earlier of ninety-six (96) hours or next scheduled change window

c. Manage Changes jointly with You and Your Customer Contacts following the mutually agreed processes, policies, and procedures documented during Service initiation in the customer portal ("Change Management").

d. Document and communicate all proposed Changes to the Identified Environments and/or Supported Products using the customer portal, including proactive and reactive patching, configuration Changes, and environment Changes.

e. Provide guidance for and support Your promotion of Changes to a Production Environment or a Non-Production Environment not specifically designated for testing or staging.

f. Provide a back out plan for Changes made by Oracle.

g. Install any Changes in the non-production environment and staging environment identified in Your Supported Products prior to promoting any Changes to the production environment.

h. Obtain written approval from You prior to promoting any Changes to the Production Environment subject to successful completion of testing activities conducted by You.

i. Validate that the Non-Production Environment is accessible to You for Your testing.

j. Upon confirmation that You have successfully completed testing of the Changes and written approval from You to proceed with promoting the Changes to the production environment, schedule and apply the Changes in the Production Environment.

k. Apply proactive patches on a schedule and frequency identified in your Delivery Plan up to once per quarter as described in the table below:

Proactive Patches

Patch Type	Patch Description	Patching Frequency
Security or Critical Patch Update ("CPU")	Security updates applied as part of the emergency release management process	Issued quarterly as a cumulative set of critical fixes. Minimum install requirement is once per year.
Bug Fix Patch Bundles	A patch bundle with bug fixes tested together. Any portion of the bundle designed to provide new	Issued 1 or 2 times annually, or more frequently. Bug Fix Patch Bundles will only be

	functionality, functional enhancement, or changes to the intended functionality is specifically excluded.	installed to address issues that impact availability.
Tax Updates and Tax-Reporting Updates	A patch set providing payroll tax updates, tax reporting (such as US-1099), or other statutory tax table updates required by the Oracle application.	Provided quarterly, including start of year and end-of-year tax related updates. You are responsible for determining which tax updates are required and submission of RFC.

l. Install the following reactive patches for the Supported Products:

i. Oracle Security Alert patches as required to address security vulnerabilities

ii. Non-Oracle security advisory specific critical out of cycle patches made publicly available by a third-party vendor (e.g., Critical Red Hat Security Advisories)

iii. Patches associated with Severity 1, Severity 2 and Severity 3 Incidents and Problems

6. Request for Change Units. Environment tasks that require administrative privileges for the identified Supported Products as submitted by You via an RFC are executed using the Request for Change Units identified in the Managed Services Exhibit and in accordance with the Request for Change Units table below.

a. Oracle will receive Your RFC, evaluate Your RFC, and execute Your RFC in accordance with the Request for Change Unit table below.

b. Each RFC must relate only to a single request.

c. While additional requests may arise out of an earlier RFC, each such subsequent request is deemed a new separate RFC.

d. For each RFC, Your Request for Change Unit balance will be decremented by the number of Request for Change Units as specified in the Request for Change Unit table below.

Request for Change Units

RFC Type	Request for Change Units
Single configuration or setup change, documented by You, for any single application, middleware, database, or infrastructure component (either software or cloud service)	2
A single CEMLI install using scripts and documented procedures provided by You	2
Cloning of one database from source location to a target location as specified by You	3
Refresh of one application environment, including copies of the application code and the associated database, from a source environment to a target environment as	8

specified by You, including up to five post-refresh configuration scripts provided by You	
Promoting one set of changes and/or CEMLIs using a single set of documented steps provided by You, not to exceed five scripts	8
Allocation or maintenance of database space following steps documented by You	2
Provisioning or allocation of storage, memory, or compute following steps documented by You	2
Create or provision a single database, or create a single container or pluggable database, as specified by You	3
Provisioning of one LDOM (logical domain) as specified by You	4
Provisioning of one VM (virtual machine), including a gold image operating system, as specified by You	2
Running purge routines or scripts that result in changes to the contents of the database or application data following steps documented by You	2
A single security administration change, including basic access controls, as specified by You, and conforming to Your security standards	1
Manual application environment start-up or shutdown, including associated middleware, and/or application database using documented procedures provided by You	1
Manual middleware instance start-up or shutdown using documented procedures provided by You	1
Manual database start-up or shutdown using documented procedures provided by You	1
Single configuration or setup change to maintain existing middleware or PaaS integrations for applications or SaaS environments, as specified by You	1

7. Services for Non-Production Environments. The Services that are provided for Supported Products residing in a Non-Production Environments identified in the Managed Services Exhibit are subject to the following exclusions:
   a. Severity 1 Incident Tickets will not be created for Non-Production Environments.
   b. Requests for Change with an emergency priority level as defined above will not be accepted for Non-Production Environments.
   c. Work on Incidents related to the Supported Products in a Non-Production Environments will only be performed during standard business hours (between 8:00 a.m. and 5:00 p.m. in the time zone of Your site and/or location).

8. Services for Disaster Recovery Environments will be provided for Supported Products residing in environments that are designated as Disaster Recovery Environments in the Managed Services Exhibit, excluding (i) Severity 1 Incident Tickets and (ii) Requests for Change at the Emergency Priority level defined above:
    a. Disaster Declaration

        If an unplanned outage causes a complete loss of access to and use of the Oracle Programs in the Production Environment (a "Disaster), Oracle and You will mutually agree to declare a Disaster.

    b. Disaster Recovery Failover
        i. Upon mutual declaration of a Disaster and Your approval, use commercially reasonable efforts to perform a failover in accordance with the pre-established and mutually agreed processes.

    c. Disaster Recovery Testing
        i. Assist You with Disaster Recovery ("DR") testing activities conducted by You up to once a year, limited to the following:
            1. Review Your plan detailing the scope and success criteria for DR testing (the "DR Test Plan").
            2. Coordinate operational activities identified in the DR Test Plan.
            3. Perform the operational activities assigned to Oracle in the DR Test Plan.
            4. Create a report summarizing the results of the executed DR Test Plan.
9. Security Services
    a. Assign a Security Account Manager ("SAM") who will service as Your single point of contact for the following:
        i. As part of Service Initiation, conduct discovery and interviews with Your security resources, including the following:
            1. Review and discuss Your overall strategic security objectives, control framework, and security program.
            2. Review and discuss Your industry and regulatory compliance requirements.
            3. Work with You to create a security profile document that will contain the information captured during discovery and interviews.
    b. As part of the periodic Service Delivery Reviews, work with You to:
        i. Address Your Oracle security related questions and provide guidance on recommended practices.
        ii. Maintain and update the security profile document with the changes to Your environment, security objectives and controls, and compliance requirements as provided by You.
10. Backup and Restore Management
    a. Use commercially reasonable efforts to monitor, manage, and conduct backups of databases, application files, and operating system files using Your backup products and cloud subscriptions for the Supported Products.

b. Perform backups of Supported Products and Identified Environments following mutually agreed upon procedures as documented in the Delivery Plan during Service Initiation.

c. Notify You of failed backups, utilizing backup process return codes provided by You, re-execute the backups, where appropriate, and coordinate restoration from backup media.

d. Use commercially reasonable efforts to perform restoration of Supported Products in accordance with pre-established and mutually agreed processes.

e. For Production Environments, benchmark the timing of restorations up to once per year, if feasible.

f. Assist You with backup and restore ("BR") testing activities conducted by You up to once a year, limited to the following

   i. Review Your plan detailing the scope and success criteria for BR testing (the "BR Test Plan").

   ii. Coordinate operational activities identified in the BR Test Plan.

   iii. Perform the operational activities assigned to Oracle in the BR Test Plan.

   iv. Create a report summarizing the results of the executed BR Test Plan.

11. Availability Management.

a. Conduct activities designed to maintain a consistent level of availability for the Identified Environments subject to the Service Levels defined in the Service Level and Availability Management section and as follows:

   i. Analyze recurring Unplanned Outages and make recommendations for improvements to the Identified Production Environments.

   ii. Coordinate Planned Outages for the Identified Production Environments.

   iii. Monitor the Supported Products, including the following:

      1) Identify event threshold violations for proactive response.

      2) Detect and acknowledge Outages and initiate Incident response.

      3) Upon request, provide historical data such as operating system performance graphs as available.

      4) Provide You with the list of Events for each Identified Environment.

      5) Report on availability during Service Delivery Reviews.

12. Capacity Management

a. Monitor performance metrics and identify critical capacity Incidents for the Identified Production Environments.

b. Make configuration Changes as required to remediate critical reactive performance or capacity Incidents.

c. Provide capacity and availability trending analysis via quarterly service delivery plan reviews for the Identified Production Environments.

d. Coordinate and execute provisioning requests via the Change Management process.

13. Vulnerability Assessment Scans

   a. Oracle performed scans.

i. Provide, configure, and manage client-side agents to enable vulnerability assessment scans.

ii. Run quarterly external and internal security vulnerability assessment scans (4 per year) on the virtual machines and database systems for the Production Environment(s) and Production Support Environment(s).

iii. As part of the Service Delivery Reviews, review with You any critical vulnerabilities identified by the quarterly vulnerability assessment scans.

iv. Work with You to remediate identified critical vulnerabilities if requested by You in a RFC.

b. Customer performed scans.

i. If You choose to perform Your own security vulnerability scans, You must (i) perform a minimum of four (4) vulnerability scans per year on the virtual machines and database systems for the Production Environment(s) and Production Support Environment(s); (ii) remediate the critical vulnerabilities identified by Your scans; and (iii) provide Oracle with a vulnerability assessment scan report detailing the identified vulnerabilities and any remediation actions taken by You for review as part of the Service Delivery Reviews.

14. Intelligent Operations

If Intelligent Operations is included in Your order, Oracle will provide You with the following services for the identified Supported Oracle Programs environment:

a. Observability and Management

i. Collect log data, database data, system performance data, capacity data, and application performance data from the Supported Products (the "Collected Data").

ii. Use Machine Learning capabilities to identify the following:

1. Characteristics in the Collected Data that may impact Your Supported Products;

2. Potential database and system performance or capacity bottlenecks;

3. Potential application performance bottlenecks.

iii. Provide monthly reports related to Intelligent Operations detailing key findings from the prior month.

iv. As part of the Service Delivery Reviews, provide You with recommendations for (a) problem avoidance and long term stability; (b) resolving current database, system, and application performance and/or capacity issues; and (c) performance and capacity planning and management.

15. VMware Administration

Oracle will utilize VMWare vCenter Server for collecting, managing, and updating information to provide administration services for Your Oracle Cloud VMware Solution ("OCVS").

a. Environment Administration

i. Perform administrative tasks that require administrative privileges for OCVS as documented by You in an RFC submitted via My Oracle Support, including the following:

1. Configuration and setup Changes

2. Start, stop, and restart of the OCVS
3. Refreshes to Non-Production Environments
4. Integration with Your VMware Site Recovery Manager instance
5. Space allocation
6. Execution of purge routines or scripts that result in changes to the environment
7. Access administration, including basic access controls

b. Configuration Management:
   i. Manage configuration data for OCVS, including the following:
      1. Software-defined data center ("SDDC") creation and deployment
      2. VSphere administrator permissions and management
      3. SDDC Management (VCenter), including compute management, storage management, network management, and security management
      4. Configuration files backup for vCenter, vSAN, and NSX
      5. Cluster dashboard
   ii. Once a year update Your existing version of OCVS to the next major release (e.g., version 6.x to version 7.x).

c. Security Services:
   i. Align Oracle customer-facing materials to specific audit-related requests.
   ii. Coordinate the delivery of security and compliance services provided by Oracle.
   iii. Address Your security-related questions and requests for assistance or information.
   iv. Advise You on availability of security-related training and coordinate any identified training.

Advisory Sessions

If included in Your order, Oracle will work with You to identify the type and quantity of advisory sessions based on Your specific Oracle program and/or technology requirements and provide to You advisory sessions as identified in Your order ("Advisory Sessions").

Advisory Sessions are categorized and may be used for a variety of activities as described in the Oracle Advisory Sessions Catalog available in My Oracle Support at https://support.oracle.com by searching Document ID 784630.1.

Security Enhanced Options

If included in Your order, Oracle will perform the following activities to maintain the Oracle security services connections in Your existing deployment of the Supported Oracle Programs environment as identified in Your order:

1. Configure the connections to the Supported Oracle Programs and update such connections as needed for change events.
2. Monitor Your existing connections to the Supported Oracle Programs and troubleshoot any identified issues.

3. Assist You and Your Third Party Software vendor with monitoring Your existing connections to Third Party Software and troubleshooting any identified issues.
4. If Security Assertion Markup Language ("SAML") is used to exchange authentication and authorization data, renew SAML signing certificates upon expiry and re-configure federation with new certificates.
5. Deploy customized extensions provided by You.
6. Maintain Your user roles, access policies, and standard workflows based on requirements provided by You.
7. Provision a new instance of certain Supported Oracle Programs as identified in the Annual Services Exhibit of Your order.

Integration Enhanced Option

If included in Your order, Oracle will perform the following activities to maintain Your integrated connections to SaaS or third party services ("Connector") in the existing deployment of Your Supported Oracle Programs environment identified in Your order:

1. Configure the Connectors to the Supported Oracle Programs.
2. Update the Connectors as needed for change events.
3. Provide break-fix for the Connectors.
4. Manage security certificates for Your Supported Oracle Programs.
5. Maintain Your user roles, access policies, and standard workflows based on requirements provided by You.
6. Receive Your RFC, evaluate Your RFC, and execute Your RFC in accordance with the Request for Change Units table below.
   a. Each RFC must relate only to a single request.
   b. While additional requests may arise out of an earlier RFC, each such subsequent request is deemed a new separate RFC.
7. For each RFC, Your Request for Change Unit balance will be decremented by the number of Request for Change Units as specified in the Request for Change Unit table below..

Request for Change Units

RFC Type	Request for Change Units
Configuration change for one Connector.	2
Data import or export from specific tables or schema(s) from one environment to another using Oracle Database utilities.	3
Refresh from one (1) Production Environment (source) to a Non-production Environment (target), which includes the following: (i) OIC instance cloning, (ii) reconfiguration of adapters, connectors, and endpoints; and (iii) rewiring OCI	5

services and re-enabling integrations to SaaS environments.	

Customer Ticketing System

If included in Your order, Oracle will support the use of Your ticketing system identified in the Delivery Plan ("Customer Ticketing System").

1. During normal business hours, Oracle will use commercially reasonable efforts to respond to alerts and copy updates for User Tickets, RFCs, and Oracle generated Problem tickets between the Oracle ticketing system and the Customer Ticketing System as set forth in the guidelines in the table below:
    - Acknowledgement of Alert: The elapsed time measured from Oracle's receipt of an alert that a ticket has been entered or updated by You in the Customer Ticketing System to Oracle's confirmation of the receipt of the alert.
    - Update Frequency: Frequency at which Oracle provides updates in the Customer Ticketing System.

Severity Level	Acknowledgement of Alert	Update Frequency
Severity 1	15 minutes	Every 4 Hours
Severity 2	15 minutes	At least once per business day
Severity 3 and 4	Next Business Day	At least once per business day

2. For Severity 1 Incidents detected by You outside normal business hours Oracle will provide You with a phone number to contact Oracle and initiate the 24x7 incident management process described above.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[i] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for Oracle Advanced Management for Hybrid Cloud:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

5. Assistance with datacenter operational and hardware technical services related to the following:
    a. Installation, repair, upgrade, and de-installation of components used by Your Oracle servers, storage, and networking products
    b. Administration and management of Your Oracle systems
6. Security and compliance reviews and guidance related to the gap analysis between Your operational security policies and practices and Oracle's CPUs and Oracle issued security vulnerability advisories.

Service Level and Availability Management

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Services under this Service Description to be credited based on the credit criteria.

<table>
<tr><th>Service Levels</th><th>Service Level Target</th><th>Credit Criteria</th><th>Service Level Credit %</th></tr>
<tr><td rowspan="2">Environment Availability</td><td rowspan="2">99.5%</td><td>>99.0% and < 99.5%</td><td>1.5%</td></tr>
<tr><td><=99.0%</td><td>2.0%</td></tr>
<tr><td rowspan="4">Service Request Response Time</td><td>Severity Level 1: 15 minutes</td><td rowspan="4"><90% of Service Requests responded to within applicable Service Level Target time</td><td rowspan="4">None</td></tr>
<tr><td>Severity Level 2: 60 minutes</td></tr>
<tr><td>Severity Level 3: next Business Day</td></tr>
<tr><td>Severity Level 4: Next Business Day</td></tr>
<tr><td rowspan="2">Incident Notification</td><td rowspan="2">Severity 1, Severity 2 & Severity 3: 15 Minutes</td><td>>=99.0%</td><td>None</td></tr>
<tr><td><99%</td><td>1%</td></tr>
<tr><td>Performance Against Service Description</td><td>Performance of the Services in accordance with this Service Description</td><td>As described under Performance Against Service Description</td><td>As indicated below</td></tr>
</table>

Environment Availability Service Level

The Environment Availability Service Level consists of the measurement of the percentage of time that the Production Environments identified in the Managed Services Exhibit (collectively, the "Production Environments") are available for access and use by You to conduct business operations. Environment Availability is measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month - Unplanned Outages of any of the Production Environment, in minutes, in such month]}}{\text{Total minutes in the calendar month}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages shall be used to calculate Oracle's monthly performance against the Environment Availability Service Level.

Unplanned Outages that affect multiple Production Environments shall be counted as the number of minutes of the Unplanned Outage; Unplanned Outage minutes are not accumulated across multiple Production Environments.

Incidents for which the root cause is subject to exclusion below or that occur in a Production Environment during a stabilization period shall not be included in the Environment Availability calculation

Service Request Response Time Service Level

For SRs opened on Your customer support identifier ("CSI") to support the resolution of Incidents or Problems, the applicable Service Level Target for the Service Request Response Time Service Level objective measures the elapsed time taken for Oracle's support and/or cloud operations teams to acknowledge the receipt of an SR ("Time to Respond"). The Time to Respond commences when an SR is entered into the applicable queue in the Request System that is monitored by Oracle.

Incident Notification Service Level

The Service Level Target for the Incident Notification Service Level measures the elapsed time taken for Oracle to notify You of a Severity 1, Severity 2, or Severity 3 Incident ("Time to Notify"). The Time to Notify is the time between the creation of the Event (time stamp) and the time stamp of Oracle's notification email to You.

The Service Level Target for the Service Request Response Time Service Level shall be measured on a monthly basis for each Severity 1, Severity 2, and Severity 3 Incident and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total number of all Severity 1, Severity 2, and Severity 3 Incidents, which meet the Service Level Target in a calendar month]}}{\text{Total number of all Severity 1, Severity 2, and Severity 3 Incidents in such calendar month}} \right\} \text{x100}$$

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued.

Service Level Applicability

The applicability of, and Oracle's obligations with respect to the measurement of, Oracle's performance of the Services against the Service Levels, and Service Level Credits for the Environment Availability, Incident Notification Service Level, and Service Request Response Time Service Level during the three phases of the Services life cycle is outlined in the following table.

Phase	Applicability of Service Levels and Credits for Environment Availability, Incident Notification, and Service Request Response Time Service Levels
Prior to Production Go-Live	Service Levels will not be measured and do not apply prior to Production Go-Live.
Stabilization Period	Service Levels will be measured and reported during a ninety (90) day ramp period following Changes to a Production Environment (the "Stabilization Period"), but Service Level Credits will not apply during such period. The following changes require a Stabilization Period: (a) major release upgrades of the software, (b) introduction and/or addition of configuration items (e.g., third party software), (c) major functionality changes.
Production	Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of this Service Description.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services under this Service Description for the month in which the Service Level Credit accrued.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels:

a) occurs during a Planned Outage; b) is caused by changes to or failures of either equipment, hardware or Infrastructure component not provided by Oracle as part of the Services under this Service Description, including equipment owned or provided by You; c) is caused by a change to a covered Supported Program implemented by You or a third party vendor; d) is caused by the Internet, which is outside of Oracle's and Your control; e) is caused by a force majeure event; f) is caused by a declared Disaster; g) results from any software bugs; h) occurs within a Non-Production Environment; i) is the result of issues that are not within the scope of the Services; j) is related to or the direct result of an event or failure which occurred prior to the Effective Date of the Ordering Document (e.g. pre-existing service requests); k) is the result of Your failure to apply Oracle's recommended remediation actions, including a minimum patch or update; l) is cause by the use of the hardware or software outside of the manufacturer's recommendations; m) is the

result of any network, power transmission, or telecommunications anomaly; n) is the result of any action or inaction on the part of persons or entities not associated with Oracle and the delivery of the Services; or o) is caused by Your failure to install patches that specifically address known availability issues within three (3) months of notification to You.

Your Cooperation, Assumptions, and Exclusions

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

Your Cooperation

1. Complete and return to Oracle the Environment Discovery Workbook within seven (7) business days of the Services start date indicated in the order.
2. Allow network access as required for the setup of and connectivity to the Support Platform and delivery of the Services, including, but not limited to, required private and public-facing IP addresses, proper firewall settings, required predefined ports, and appropriate inbound and outbound connectivity to the client-side agents.
3. Purchase and maintain for the duration of the Services all required subscriptions, licenses, and technical support for the Supported Products.
4. Be responsible for the overall tenancy and the Identified Environments, including the Supported Products that reside in the Identified Environments.
5. Retain ultimate responsibility for the security of the Identified Environments, including data security, access security, external and internal vulnerabilities, and compliance security such as PCI (Payment Card Industry).
6. Request any activities for Disaster Recovery testing at least four (4) weeks prior to the start of testing.
7. Control and manage access and administrator privileges for Your users and users required to perform the Services, and only allow privileged and role access to the extent required to perform the Services.
8. Manage Your users, user profiles, and policies.
9. Determine testing requirements and conduct all required functional testing, regression testing, and/or user acceptance testing before promoting any Changes, additions, or workarounds into the Production Environment.
10. Prior to the promotion of the patch to the Production Environment perform a valid backup if backups are under Your control.
11. Retain ultimate responsibility for the promotion of all Changes or additions into the Production Environment or any non-Production Environment not specifically intended for testing or staging regardless of whether the Change activity is performed by You directly or by Oracle under Your direction.
12. Acknowledge that the installation of patches may impact the performance of the Supported Products or related systems.
13. Be responsible for any Outages caused by insufficient testing and acknowledge that such Outages will be excluded from the Environment Availability calculation and associated Service Level Credits.
14. Install patches that specifically address known availability issues into the Production Environment within three (3) months of notification to You.

15. Be responsible for all international, national, or state statutory compliance and regulations pertaining to data and application protection (e.g., Payment Card Industry (PCI) compliance, General Data Protection Regulation (GDPR).
16. Be responsible for Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
17. Submit Service Requests, User Tickets, and RFCs with sufficient information and detailed documentation as required for delivery of the Services.
18. Coordinate with Oracle to conduct Incident Management, Change Management, and release management activities within the Identified Environments.
19. For any Severity Level 1 Ticket, have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions, and participate in the diagnostic process.
20. Provide formal written approvals using the change management tools and processes for the installation of Changes or fixes in the Identified Environments.
21. Acknowledge that the Supported Products identified during Service Initiation may not be changed and no additional programs may be added to the Services.
22. Manage the planning and setup of DR architecture, environment, and processes.
23. If included in Your order, provide the following for the use of the Customer Ticketing System:
    a. Configure the Customer Ticketing System to route tickets related to the Services.
    b. Establish a notification process to alert Oracle when a ticket has been entered or updated by You in the Customer Ticketing System.
    c. If you choose to copy all Oracle generated Incidents into the Customer Ticketing System, implement the interface to the Customer Ticketing System using the Support Platform ticket exchange API.
24. If Security Enhanced Option is included in Your order, perform the following activities:
    a. Provide Oracle with the Active Directory connection details.
    b. Provide the SAML metadata of Your identified web applications for federated single sign on ("SSO").
    c. Administer Your users and user groups in Your OCI IAM Domains and identified web applications integrated for federated SSO.
    d. Provide Your customized extensions to Oracle for deployment in Your environment, as applicable.
    e. Monitor and troubleshoot Your customized extensions within Your environment, as applicable.

25. If OCVS is included in Your order, manage the following as part of Your OCVS subscriptions:
    a. Virtual Machine
    b. Operating System

c. Applications and integrations

d. Virtual Storage

26. Prior to provisioning a SDDC using OCVS, connect to Your OCI account to establish identity and access management policies in your OCI account to enable communication between resources provisioned in Your OCI account and in the SDDC.

27. Work with Oracle in a timely manner to address storage capacity management issues.

Service Assumptions

1. Throughout the term of the Services, the Supported Products must be at a current release that is generally available to Oracle's commercial customers.
2. Oracle shall limit Your access to, and functionality contained within, the Support Platform to perform the Services.
3. Oracle retains all rights, title, and interest to the Support Platform and the right to update and/or replace the Support Platform at any time during the term of the Services, including any client-side agents.
4. Oracle determines the Events that are monitored for Your Supported Products.
5. Supported Program details will be stored in the customer portal (e.g., IP addresses, model numbers, software versions).
6. Event reports contain the most recent thirty (30) days of Events and are organized by Supported Program, date, and type. The customer portal includes up to the most recent twelve (12) months of Event reports.
7. To support operation of the VMware cluster, 30% unused space ("slack space") must be maintained for the use of the VMware vSAN datastore. If slack space reaches (or falls below) 25%, You may lose the ability to utilize the VMware cluster and the environment could become inoperable. In the event that slack space drops and falls below 25%, Oracle will automatically add hosts to the VMware cluster to prevent damage to the VMware cluster.

Exclusions

1. Installation of minor releases, updates, upgrades, and patches which change the intended functionality of the Supported Products or are designated by Oracle as release or version patches. You may separately purchase services for such Changes for additional fees.
2. Definition or implementation of business processes
3. Formal Oracle software training
4. Development or implementation support
5. System architecture design, implementation, or validation, including Disaster Recovery
6. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation
7. Any testing of patches for Your specific configurations
8. Any activities not explicitly described in this Service Description

MCS - Applications System Administrator

Part #	Service Offering
N/A	MCS – Applications System Administrator

Description of Services

Oracle will assist You with activities associated with Your implementation of Change(s) to Your Services Environment, in accordance with the Managed Services Exhibit, through the installation and/or configuration of: (i) the Oracle Programs, (ii) configurations, extensions, modifications, localizations, or integrations ("CEMLIs") of the Oracle Programs, and (iii) Third Party Software for the following:

- The initial implementation of the Oracle Programs
- Subsequent phases of a multi-phase implementation of the Oracle Programs
- Following Production Go-Live of the Oracle Programs

Specific activities designed to repair or modify existing functionality of Your Services Environment may include application of Maintenance Code Releases, configuration changes, and data fixes as follows:

1. Work with You to schedule the implementation.
2. Provide guidance to You on Production Assessment checklists.
3. Assist You with database and application configurations.
4. Provide analysis prior to the application of a Maintenance Code Release.
5. Apply Maintenance Code Releases.
6. Complete an assessment following the application of a Maintenance Code Release. The assessment will include input from You, Your functional implementation team, and Oracle.
7. Confirm that one of Your authorized approvers has approved the installation of a Change.
8. Shut down the Production Support Environment or Non-Production Environment where the Change will be installed prior to executing the Change, as required.
9. Install Changes into the requested Production Support or Non-Production Environment.
10. Following installation of a Change, if required, re-start the Production Support Environment or Non-Production Environment where the Change was installed and complete a health check of that environment.
11. Create, delete, and manage Administrative User accounts for both the application and database, including user creation with default tablespace, temporary tablespace, privileges (system/object), profile, grants, role, and password changes.
12. Perform database space management tasks such as reporting on space utilization, database layout, mapping of Oracle physical files, and fragmenting the free space.
13. Install database components and developer patch sets.
14. Assist You with database object creation tasks, such as the creation of tables, indexes, views, synonyms, packages, procedures, and sequences, based upon Your specific instructions.
15. Startup and shutdown the Third Party Software identified in the Managed Services Exhibit, as applicable and as described in a Third Party Software operations guide provided by You.

16. Assist You with investigation and resolution of issues that arise during implementation.
17. Complete the implementation checklist and the Production Assessment patching checklist.
18. Facilitate an environment configuration review prior to Production Go-Live.
19. Install CEMLIs as per instructions in Your installation documentation.
20. Assist with Post-Production Go-Live stabilization activities such as patching and Problem investigation.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

1. Ensure appropriate authorization is obtained prior to submitting a Request for Change to Oracle.
2. Work with Oracle to schedule the implementation.
3. Provide written approval to apply Changes to the Production Support and Non-Production Environments.
4. Execute any functional steps required to complete a Change.
5. Test and validate applied Changes to confirm the outcome and to assess the impact on functionality, CEMLIs, and Third-Party Software.
6. Conduct analysis, testing, and resolution of any Issues arising from a Change.
7. Apply required application setup Changes, except for those that require Oracle applications system administrator or application developer responsibilities.
8. Enable application and user level setups to generate debug, logging, or trace files as needed to facilitate Incident triage and resolution.
9. Create, delete, and manage non-administrative End User accounts.
10. Prepare step-by-step instructions for Oracle to apply Changes to Third Party Software.
11. Test and validate all Releases and upgrades for Third Party Software per Oracle's Change Management process.
12. Maintain CEMLI code, including development and testing, when Changes are applied to resolve Incidents impacting the Production Environment.
13. Provide Oracle with the operations guide for any Third-Party Software for the services are performed.
14. Provide Oracle with the installation documentation and operations guides for any in-scope CEMLIs for which services are performed.
15. Ensure CEMLIs comply with Managed Services standards prior to submitting a request to Oracle.
16. Be responsible for managing the Environment plan and tracking activities such as patching.
17. Maintain documentation for Your CEMLIs, third party interfaces, and Third-Party Software.

MCS - Applications System Administrator, Senior

Part #	Service Offering
N/A	MCS – Senior Applications System Administrator

Description of Services

Oracle will assist You with specialized activities associated with Your implementation of Change(s) to Your Services Environment, in accordance with the Managed Services Exhibit, through the installation and/or configuration of: (i) the Oracle Programs, (ii) configurations, extensions, modifications, localizations, or integrations ("CEMLIs") of the Oracle Programs, and (iii) Third Party Software for the following:

- The initial implementation of the Oracle Programs
- Subsequent phases of a multi-phase implementation of the Oracle Programs
- Following Production Go-Live of the Oracle Programs

Specific specialized activities designed to repair or modify existing functionality of Your Services Environment may include application of Maintenance Code Releases, configuration changes, and data fixes as follows:

1. Recommend configuration Changes to the Oracle Technology Stack.
2. Review Your plans for Production Go-Live.
3. Assess cloning steps or data loads identified by You as necessary to complete Production Go-Live.
4. Manage critical technical issues during implementation by interfacing with key Oracle lines of business.
5. Proactively monitor system performance using standard Managed Services tooling, as appropriate.
6. Lead investigation of significant Incidents affecting performance.
7. Assist in the investigation and resolution of Incidents that significantly impact Your Managed Services.
8. Advise on RMAN-based backup and recovery configuration, as applicable.
9. Provide technical input on Your project planning.
10. Provide input on Your capacity planning, which may include an assessment of the potential impact of an increase in the End User community, peak system periods, and Your concurrent manager utilization.
11. Provide technical oversight of significant configuration Changes, including review and quality assessment of complex action plans.
12. Serve as the Environments' technical authority for complex Problem resolution involving various technical inputs.
13. Assist in Root Cause Analysis and track the implementation of corrective actions.
14. Maintain an Environment plan.
15. Track environment activity.
16. Manage implementation activities.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Manage and govern Change activities.
2. Develop and provide to Oracle the Production Go-Live plan.
3. Purchase additional, extended hours support when necessary to support the implementation(s).
4. Provide approval contacts during escalations.
5. Be responsible for the implementation of Your backup and recovery strategy, incorporating any recommendations from Oracle.
6. Maintain an on-going maintenance program for Your Environment.
7. Engage Oracle to review the capacity plan for Your Environment on a regular basis.
8. Purchase onsite support when necessary to support the implementation(s).
9. Provide authorization from Your Change Control Board for all action plans.
10. Provide necessary technical input regarding customizations and Third Party Software to assist with Problem resolution.
11. Maintain the capacity plan.
12. Purchase any services required Post-Production Go-Live.

MCS – Fleet Operations for Autonomous Database

Part#	Service Offering
B95196/B94283	MCS - Oracle Fleet Operations for Autonomous Database - Shared - Standard Base
B95197/B94284	MCS - Oracle Fleet Operations for Autonomous Database - Shared - Bundled Base
B95198/B94285	MCS - Oracle Fleet Operations for Autonomous Database - Shared - Pluggable Autonomous Database
B95199/B94286	MCS - Oracle Fleet Operations for Autonomous Database - Dedicated - Standard Base
B95200/B94287	MCS - Oracle Fleet Operations for Autonomous Database - Dedicated - Bundled Base
B95201/B94289	MCS - Oracle Fleet Operations for Autonomous Database - Dedicated - Pluggable Autonomous Database
B95202/B94288	MCS - Oracle Fleet Operations for Autonomous Database - Dedicated - Autonomous Exadata Infrastructure Resource
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer – Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Fleet Operations for Autonomous Database (the "ADB Services") consists of services for the Oracle Autonomous Database - Dedicated (ADB-D) Cloud Service platform and/or the Oracle Autonomous Database - Shared (ADB-S) Cloud Service platform on Oracle Cloud Infrastructure ("OCI") for which You have separately purchased a subscription ("Your Subscription"). The ADB Services are provided for the Configuration, Supported Autonomous Exadata Infrastructure Resources, and Supported Pluggable Autonomous Databases (PDBs) in accordance with the Managed Services Exhibit.

Oracle will provide the following in accordance with the Managed Services Exhibit and the Service Maximums below.

1. Provide a technical architecture based on Your requirements that leverages Oracle Autonomous Database security and standards blueprints for database fleet management and database consolidation and management.
2. Secure access to fleet administrator and/or database administrator privileges to Your Subscription within Your Tenancy managed by Oracle (the "Oracle Managed Tenancy") or within the Compartment(s) assigned to Oracle by You within Your Tenancy managed by You (the "Oracle Managed Compartment").
3. Control Your write access to the Production Environment databases within the Oracle Managed Tenancies and/or Oracle Managed Compartment(s).
4. Use the assigned Oracle Cloud Administrator roles and privileges to provide the ADB Services as described in the following sections of Appendix 1: Oracle Managed Services Delivery Policies (the "Delivery Policies").

a. Oracle Managed Services Security Policy, limited to the activities described in table 1 within the Oracle Managed Security Policy
b. Oracle Managed Services Incident and Problem Management Policy
c. Oracle Managed Services Continual Service Improvement Policy
d. Oracle Managed Services Decommission Policy

5. Provision the ADB Services for Your use and triage issues encountered during provisioning of the following resources for each of Your environment for which You have purchased ADB Services ("ADB Environment(s)"):
   a. Autonomous Exadata infrastructure Resource for ADB-D
   b. Autonomous VM Clusters for Exadata Cloud at Customer for ADB-D
   c. Autonomous Container Databases ("CDBs") for ADB-D
   d. Autonomous Pluggable Databases ("PDBs")
6. Provide start/stop services for the ADB Environment(s) through the OCI Console.
7. Maintain and document changes to version information for all configuration items.
8. Maintain architecture documents that represent the current configuration of the ADB Services.
9. Develop a Periodic Maintenance Plan ("PMP") for updates and configuration changes.
10. Perform periodic clones from the Production Environment to Production Support Environment(s) and Non-Production Environment(s).
11. Execute and/or coordinate Changes in a Release plan for the Managed Software when access restrictions prevent You from applying the Change.
12. Configure monitoring and notifications required by Oracle for delivery of the ADB Services.
13. Enable and/or disable auto indexing.
14. Set the production backup retention period (up to 60 days).
15. Create manual backups as applicable.
16. Assist You with the database recovery from backups, as required.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Patch scheduling per Autonomous Exadata Infrastructure Resource /CDB	Once per month
Change task administration per PDB	Once per month
Scale up/down Change per PDB	Once per month
User and privilege configuration Changes per Production, Production Support, and/or DR Environments	Five (5) per month

Type	Quantity/Frequency
Manual backup per production CDB	Once per quarter
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Service Level and Availability Management

The Service Levels apply as described in the Oracle Managed Services Service level and Availability Management Policy in *Appendix 1: Oracle Managed Services Delivery Policies*, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the ADB Services Production Environments. :

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly fees for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
ADB Services Availability	99.5%	<99.5%	10%
Performance Against this service description	Performance of the Services in accordance with this service description	As described in this service description	As indicated below

ADB Services Availability Service Level

The ADB Services Availability Service Level consists of the measurement of the percentage of time that Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component and/or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}} \right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the ADB Services Availability Service Level.

Incidents for which the root cause is subject to the exclusion below, or that occur in a Production Environment during a Stabilization Period, shall not be included in the ADB Services Availability calculation. A Stabilization Period is defined as a ramp period following Changes to a Production Environment, such as (a) initial system implementation or migration, (b) point releases and major upgrades of application software, (c) introduction of CEMLIs, (d) introduction of Third Party Software, or (d) introduction of additional modules.

Performance against Delivery Policies Service Level

The Service Level Credit for Performance Against this Schedule Service Level is ten percent (10%) of the total fees paid by You for the ADB Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the ADB Services Availability Service Level in connection with the ADB Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the ADB Services under this Schedule for the month in which the Service Level Credit accrued.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Database as a Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Migrate content to the target environment. You may purchase additional services that are available to assist You.
2. Be responsible for the design, development, implementation and management of all applications and application logic.
3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, Order, the Delivery Policies, and this Schedule.
4. Notify Oracle if there are statutory or regulatory compliance requirements regarding Oracle personnel that may access Your ADB Services.

5. Perform end-to-end testing to validate all Changes.
6. Obtain and maintain subscriptions, licenses and/or technical support as required for the Managed Software.
7. Conduct performance testing of the Managed Software prior to Production Go-Live, as applicable.
8. Establish and manage printers, including monitoring of printer queues.
9. Submit and update an RFC for all change management activities, including scaling operations, such as enable and/or disable.
10. Create and manage schema and objects for non-production databases.
11. Notify Oracle in advance of all planned changes to Your Tenancy that contain assets managed by Oracle.
12. Maintain and document information for all configuration items and architecture for associated Third Party Programs and provide such information to Oracle.
13. Execute Changes assigned to You in the Release plan.
14. Authorize Oracle access for all OCI monitoring event data in the Oracle Managed Compartment associated with the ADB Services.

Assumptions

1. Oracle and You shall cooperate to resolve any conflict related to the predefined roles assigned to You and Oracle and mutually agree on the tasks that users assigned to the roles can perform.
2. In case there is an overlap of responsibilities of the assigned predefined roles You will use the predefined role assigned to You to perform the task.
3. The ADB Services do not include any activities that are not explicitly described in this service description.

MCS - Managed Java Cloud Service

Part #	Service Offering
B86730	MCS - Managed Java Cloud Service, Custom
B87029	MCS - Managed Java Cloud Service, Standard

Description of Services

Oracle will provide Managed Java Cloud Service (the "Services") on Oracle Technology Cloud at an Oracle data center or Your data center for Oracle's WebLogic Server program configured with Oracle's Active Data Guard program and deployed in accordance with the Service Maximums table (the "Deployment Configuration").

The Services consist of the following as described in the *Appendix 1: Oracle Managed Services Delivery Policies*

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy including the following:
   a. Periodic Maintenance Plan (PMP) intervals for Managed Java Cloud Services:

Service type	Maximum Interval
Oracle Managed Java Cloud Service	• Quarterly

   b. Refreshes for Managed Java Cloud Services, including post Refresh steps, at the following frequency:

Service type	Maximum Interval
Oracle Managed Java Cloud Service	• One per month per database[1]

[1] Assumes average size of 2 OCPUs

6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Pulse
9. Oracle Managed Services Continuity Policy, including the following backup schedule:

Service type	Maximum Interval
Oracle Managed Java Cloud Service	• Weekly full and daily incremental, if required

10. Oracle Managed Services Continual Service Improvement Policy
11. Oracle Managed Services Enhanced Recovery Policy
12. Oracle Managed Services Decommission Policy
13. Oracle Managed Services Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, excluding Application

Availability Service Level and Service Request Resolution Time Service Level, and including the following for the Oracle Managed Java Cloud Service under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Availability	99.5% [1]	<99.5%	10%
	99.95% [2]	<99.95%	
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Service Level Target applies to either of the following:

- Oracle Java Cloud Service - Standard Edition, Oracle Java Cloud Service - Enterprise Edition, and Oracle Java Cloud Service - Enterprise Edition with Coherence.

[2] Service Level Target applies to the following:

- Deployment of multiple instances at both a primary and secondary datacenter in conjunction with Oracle Java Cloud Service - Enterprise Edition, or Oracle Java Cloud Service - Enterprise Edition with Coherence.

Availability Service Level

The Availability Service Level consists of the measurement of the percentage of time that the Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}} \right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Services Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Performance Against Service Description

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued MINUS any Service Level Credit

calculated under the corresponding Availability Service Level in connection with the Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximums		**Managed Java Cloud Service, Standard** Part # B87029
Deployment Configuration		Single Instance, clustered, and replicated for Oracle WebLogic Server
RAC		Included
Security		Weekly patching, Transparent Data Encryption Management
Service Plan Update & Service Request Review Frequency		Quarterly
Account & Service Review Frequency		Annual
Availability Plan Frequency		Annual
Enhanced Recovery Services	RTO/RPO	N/A[2]
	Testing Frequency	N/A[2]
Enhanced Recovery Services – Enterprise Edition[3]	RTO/RPO	24 hours/2 hours
	Testing Frequency	Annual

[1] RAC is not supported on, and may not be used with, Oracle Compute Cloud Services.

[2] May be purchased separately for additional fees

[3] Requires Oracle Java Cloud Service - Enterprise Edition, or Enterprise Edition with Coherence deployed on multiple instances in both a primary and secondary data center using ZFS replication

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies, and this Service Description.
2. Procure and maintain for the duration of the Services adequate computing capacity for the performance of the Oracle Managed Java Cloud Service.

3. Spend a minimum of USD $8,300 per month per order for Oracle Managed Java Cloud services.

MCS - Oracle Business Help Desk for Applications Unlimited on OCI

Part #	Service Offering
B92015	MCS - Oracle Business Help Desk for Applications Unlimited on OCI
B92268	ACS Supplemental Resource for Oracle Cloud – Days
B95407	MCS – Oracle Managed Cloud Services Functional Supplemental Resources - Day

Description of Services

Oracle will provide Oracle Business Help Desk for Applications Unlimited on OCI services described herein (the "Help Desk Services") in accordance with the Managed Services Exhibit, including, but not limited to, the following: (a) the specific Oracle Programs subject to the Help Desk Services (the "Identified Oracle Programs"); (b) the number of CEMLIs subject to the Help Desk Services (the "Identified CEMLIs"); and (c) the critical business processes to be monitored (the "Critical Business Processes").

The Help Desk Services consist of:

1. A Technical Account Manager ("TAM") that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.
2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including the Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.
3. Critical business process management support for the duration of the Help Desk Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Managed Services Exhibit.
4. Receiving and managing the following types of Service Requests ("SR(s)") related to the Help Desk Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit (the "Request System"):
   - Type 1: Standard Functional Support SR
   - Type 2: Complex Functional Support SR
   - Type 3: Basic CEMLI SR
   - Type 4: Standard CEMLI SR
   - Type 5: Extended CEMLI SR

   Work on an open SR until one of the following occurs:
   - The underlying issue has been resolved
   - A work-around has been implemented
   - You and Oracle agree to close the SR.
   - The SR is transferred to another group per the terms of this service description

- The SR is determined by Oracle to be outside the scope of the Help Desk Services and transferred back to Your help desk for reassignment to the appropriate team

SRs related to the Identified Oracle Programs and Identified CEMLIs may include the following composites, reports, or integrations provided they are associated with and built for the Identified Oracle Programs:

- Oracle SOA integration composites
- Oracle Analytics Cloud Service Dashboards and Reports
- Oracle Data Integrator integrations

5. Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR in accordance with the Service Request consumption table below and as further detailed in the *Oracle Cloud Service Unit Catalog*.

For each SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Oracle Cloud Service Unit Catalog.*

If Your CSU balance depletes to zero, You must purchase additional CSUs prior to submitting any further Service Requests

Service Request Consumption Table

Service Request Consumption	MCS - Oracle Business Help Desk for Applications Unlimited on OCI Part# B92015
Unit of Measure →	Cloud Service Units (CSUs)
Units Consumed for Type 1 SRs	1 CSU
Units Consumed for Type 2 SRs	4 CSUs
Units Consumed for Type 3 SRs	15 CSUs
Units Consumed for Type 4 SRs	30 CSUs
Units Consumed for Type 5 SRs[1]	40 CSUs

[1] Type 5 SRs are not Severity 1 issues and Oracle will work Type 5 SRs during hours of operation 8x5

6. Oracle Managed Services Service Level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, excluding Application Availability Service Level, and including the following for the Helpdesk Services under this Service Description:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Help Desk Services under this Service Description to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of Service Requests responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Help Desk Services in accordance with this Oracle Managed Cloud Helpdesk for Applications Unlimited Service Description	As described under Performance Against Service Description	As indicated below

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total number of all SRs related to Production Environments for the applicable Severity Level that meet the target response times for such SRs in a calendar month]}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \times 100$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Help Desk Services provided in such month.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs as documented in the exclusion section in the Oracle Managed Services Service Level and Availability Management Policy; (b) is caused by a failure of You to provide Your Cooperation set forth in this Service Description; (c) occurs in a month when You have consumed more than 10 percent of the annual CSUs identified in the Managed Services Exhibit; or (d) is caused by an issue where an SR has been raised with Oracle Product Support.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Help Desk Services are subject to the following constraints (the "Service Maximums").

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Service Type	MCS - Oracle Business Help Desk for Applications Unlimited on OCI Part# B92015
Account & Service Review Frequency	Monthly
Operational Reporting Frequency	Weekly

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Business Help Desk for Applications Unlimited on OCI*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations related to functional and technical configuration changes based on business requirements
7. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
8. Critical business process monitoring and response
9. Account and Service Reviews
10. Local language support

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate CSU tracking and balance reconciliation of CSUs.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including critical business processes; (c) ticketing system, if identified as the Request System in the Managed Services Exhibit; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Help Desk Services.
4. Provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Help Desk Services.
5. Provide source code repository access to Oracle for the Identified CEMLIs.
6. Acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Help Desk Services.

7. Acknowledge that SRs Type 5 are not Severity 1 SRs and Oracle will work SRs Type 5 during hours of operation 8x5.
8. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Help Desk Services.
9. Identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Help Desk Services.
10. Perform all functional regression testing, performance testing, and User Acceptance Testing (UAT) for all Changes and work arounds provided by Oracle.

MCS - Oracle Cloud Infrastructure Accelerator Service Advantage

Part #	Service Offering
B108657	MCS - Oracle Cloud Infrastructure Accelerator Service Advantage
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day

Description of Services

Oracle Cloud Infrastructure Accelerator Service Advantage (the "OCI Accelerator Service Advantage") consists of the following activities for Oracle Cloud Infrastructure ("OCI") tenancy or the identified workload in Your OCI tenancy for the Cloud Services, for which You have separately purchased a subscription, in accordance with the Service Maximums documented in the Managed Services Exhibit of Your order:

1. Service Delivery Management

Oracle will assign a Technical Account Manager ("TAM") who will serve as Your primary contact for the following activities:

a. Service Initiation:

i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, and other applicable processes of the OCI Accelerator Service Advantage.

ii. Identify and document (i) the key Oracle contacts; (ii) Your technical primary contacts designated by You to communicate with Oracle regarding the OCI Accelerator Service Advantage ("Customer Contacts"); and (iii) Oracle's escalation procedures.

iii. Manage the creation of a joint plan (the "Delivery Plan") that will identify and document (i) Your OCI Cloud Services; (ii) Oracle's access requirements to Your OCI Cloud Services; (iii) your processes and procedures for release management, including OCI Cloud Services update cycles; (vi) pre-defined environment assessments; and (v) Oracle OCI certification programs and OCI labs available under this service description.

b. Service Management and Governance:

i. Prepare and maintain quarterly service delivery progress reports.

ii. Maintain the Delivery Plan.

iii. Perform quarterly service reviews.

iv. Review and provide a trend analysis for all SRs opened with Oracle Support related to Oracle workloads on OCI, for which You have an active cloud subscription.

v. Prepare and maintain monthly SR reports.

vi. Track and report Your monthly consumption and balance of Service Days. A Service Day is defined as one technical account manager or one technical resource working one day[i] to (i) perform activities listed in the Innovation Guidance and Technical Assistance section; (ii) assist with Critical SRs as described in the Escalation Management section; or (iii) assist with Severity 1 SRs as described in the Command Center Escalation Assistance section.

c. Escalation Management

i. Serve as Your designated point of contact for escalations initiated by You for Severity 1 SRs and those Severity 2 SRs that You and Oracle agree are critical (collectively, "Critical SRs") and incidents affecting Your OCI services. The severity levels that apply to the OCI Accelerator Service Advantage are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

ii. In Oracle's sole discretion, engage technical resources to review configurations of Oracle workloads on OCI and provide assistance with Critical SRs.

2. Innovation Guidance and Technical Assistance

Upon Your request, Oracle will provide one or more of the following activities as submitted by You in an SR:

a. Check the configurations of Your workload environments on OCI against Oracle's recommended practices for one (1) of the following components: database, compute, storage, network, or OCI security practices (each a "Configuration Check").

b. Review configurations of Your operational processes against Oracle's recommended practices for one (1) of the following components: backup and recovery, high availability, disaster recovery or scalability (each an "Environment Review").

c. Review Your existing OCI architecture against Oracle's recommended practices for OCI ("Architecture Review").

d. Make recommendations related to Your configurations based on the results of Configuration Checks, Environment Reviews, and/or Architecture Reviews.

e. Provide You with technical guidance for configuration changes and adoption of recommendations identified by Oracle cloud tools, such as Cloud Advisor, Oracle Cloud Guard, Cloud Dashboards, and Cloud Observability and Management Platform.

f. Provide technical guidance for issues related to scalability, integrations, configurations, CEMLIs, automations, performance, patch analysis, and lifecycle management processes for Oracle workloads on OCI ("Technical Assistance").

g. Assist You with the implementation or operationalization of recommended actions provided by Oracle as a result of Configuration Checks, Environment Reviews, Architecture Reviews, or Technical Assistance.

h. Review Your migration plan to evaluate Your readiness to move additional workloads from Your premises to OCI.

i. Review Your readiness to commence production operations for Your planned business events and milestones, including upgrades and migrations.

j. Assist You with the evaluation of newly available OCI services that may benefit You in Your adoption of OCI.

3. SR Prioritization

a. Prioritize Your SRs above SRs of the same severity level submitted by other Oracle Cloud Services customers who have not purchased Oracle Cloud Infrastructure Accelerator Advantage Service.

b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

4. Command Center Escalation Assistance - Proactive Support

If Command Center Escalation Assistance is included in Your order, at the request of Your Approver (as defined below), the TAM will escalate a Severity 1 SR to Oracle's command center as follows:

a. Initiate a web conference session with Oracle's command center team.

b. Review the SR with Your Customer Contact(s), including the following:

   i. Review potential workarounds.

   ii. Discuss possible corrective actions.

   iii. Identify Oracle workload or OCI Cloud Services that may be contributing to the issue.

c. Engage additional Oracle support teams or resources as needed to address the issue.

d. Ask Your Customer Contact(s) to engage third party providers for the specific OCI Cloud Services, as needed.

e. Document the incident and provide periodic updates to Your Customer Contacts.

f. Disengage the command center when (i) an action plan to resolve the incident has been identified and initiated or (ii) You de-escalate the SR.

5. Oracle Cloud Digital Learning

   a. Provide You with, and facilitate Your access to, select OCI certification programs that are part of OCI training and certification subscriptions provided by Oracle University as documented in Your order.

   b. Provide You with, and facilitate Your access to, OCI labs that are part of OCI training and certification subscriptions provided by Oracle University as documented in Your order.

Supplemental Resources

If included in Your order and upon Your request, Oracle will provide additional remote resources up to the number of days[ii] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for the OCI Accelerator Service Advantage:

1. Lead, participate in, or facilitate meetings with You.
2. Provide local language support.

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams ("Approver").

b. Provide Oracle with necessary user and role access required to deliver the OCI Accelerator Service Advantage.

c. Provision any tools and associated compute and storage as requested by Oracle and required for Oracle to deliver activities documented under the Innovation - Guidance and Technical Assistance section.

d. Implement, or submit a request for Oracle to implement, recommended actions provided to You by Oracle as documented in the Innovation – Guidance and Technical Assistance section above.

e. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

f. Separately purchase additional services for Oracle University certifications or OCI Labs in addition to the documented Service Maximums above, as needed.

2. Assumptions

a. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the OCI Accelerator Service Advantage on Your behalf.

b. The OCI Accelerator Service Advantage will be provided by remote delivery resources (not on Your work premises).

c. The OCI Accelerator Service Advantage may not be available for all Oracle Cloud Services.

d. Any services not expressly identified herein are considered out of scope.

MCS - Oracle Cloud Infrastructure Accelerator Service

Service Offering	Part #
MCS - Oracle Cloud Infrastructure Accelerator Service, Foundation	B108106
MCS - Oracle Cloud Infrastructure Accelerator Service, Standard	B108107
MCS - Oracle Cloud Infrastructure Accelerator Service, Enterprise	B108108
MCS - Oracle Supplemental Resource for OCI Accelerator - Advanced Support Engineer - Day	B108802
MCS - Oracle Supplemental Resource for OCI Accelerator - Senior Advanced Support Engineer - Day	B108803
MCS - Oracle Supplemental Resource for OCI Accelerator - Technical Account Manager I - Day	B108804
MCS - Oracle Supplemental Resource for OCI Accelerator - Technical Account Manager II - Day	B108805

Description of Services

Oracle Cloud Infrastructure Accelerator Service (the "OCI Accelerator Service") consists of the following activities for Oracle Cloud Infrastructure ("OCI") Cloud Services, for which You have separately purchased a subscription, in accordance with the Service Maximums:

1. Service Delivery Management

Oracle will assign a Technical Account Manager ("TAM") who will serve as Your primary contact for the following activities:

a. Service Initiation:

i. Conduct an orientation with You to introduce the TAM and the other resources who will assist with service setup, configuration, review, and other applicable processes of the OCI Accelerator Service.

ii. Identify and document (i) the key Oracle contacts; (ii) Your technical primary contacts designated by You to communicate with Oracle regarding the OCI Accelerator Service ("Customer Contacts"); and (iii) Oracle's escalation procedures.

iii. Manage the creation of a joint plan (the "Delivery Plan") that will identify and document (i) Your OCI Cloud Services; (ii) Oracle's access requirements to Your OCI Cloud Services; (iii) your processes and procedures for release management, including OCI Cloud Services update cycles; (vi) pre-defined environment assessments; and (v) Oracle OCI certification programs and OCI labs available under this service description.

b. Service Management and Governance:

i. Prepare and maintain quarterly service delivery progress reports.

ii. Maintain the Delivery Plan.

iii. Perform quarterly service reviews.

iv. Review and provide a trend analysis for all SRs opened with Oracle Support related to Oracle workloads on OCI, for which You have an active cloud subscription.

v. Prepare and maintain monthly SR reports.

vi. Track and report Your monthly consumption and balance of Service Days A Service Day is defined as one technical resource working one day[i] to (i) perform activities listed in the Innovation Guidance and Technical Assistance section; (ii) assist with Critical SRs as described in the Escalation Management section; or (iii) assist with Severity 1 SRs as described in the Command Center Escalation Assistance section.

c. Escalation Management

i. Serve as Your designated point of contact for escalations initiated by You for Severity 1 SRs and those Severity 2 SRs that You and Oracle agree are critical (collectively, "Critical SRs") and incidents affecting Your OCI services. The severity levels that apply to the OCI Accelerator Service are defined in the Oracle Cloud Hosting and Delivery Policies, which are available at www.oracle.com/contracts.

ii. In Oracle's sole discretion, engage technical resources to review configurations of Oracle workloads on OCI and provide assistance with Critical SRs.

2. Innovation Guidance and Technical Assistance

Upon Your request, Oracle will provide one or more of the following activities as submitted by You in an SR:

a. Check the configurations of Your workload environments on OCI against Oracle's recommended practices for one (1) of the following components: database, compute, storage, network, or OCI security practices (each a "Configuration Check").

b. Review configurations of Your operational processes against Oracle's recommended practices for one (1) of the following components: backup and recovery, high availability, disaster recovery or scalability (each an "Environment Review").

c. Review Your existing OCI architecture against Oracle's recommended practices for OCI ("Architecture Review").

d. Make recommendations related to Your configurations based on the results of Configuration Checks, Environment Reviews, and/or Architecture Reviews.

e. Provide You with technical guidance for configuration changes and adoption of recommendations identified by Oracle cloud tools, such as Cloud Advisor, Oracle Cloud Guard, Cloud Dashboards, and Cloud Observability and Management Platform.

f. Provide technical guidance for issues related to scalability, integrations, configurations, CEMLIs, automations, performance, patch analysis, and lifecycle management processes for Oracle workloads on OCI ("Technical Assistance").

g. Assist You with the implementation or operationalization of recommended actions provided by Oracle as a result of Configuration Checks, Environment Reviews, Architecture Reviews, or Technical Assistance.

h. Review Your migration plan to evaluate Your readiness to move additional workloads from Your premises to OCI.

i. Review Your readiness to commence production operations for Your planned business events and milestones, including upgrades and migrations.

j. Assist You with the evaluation of newly available OCI services that may benefit You in Your adoption of OCI.

3. Prioritization

   a. Prioritize Your SRs above SRs of the same severity level submitted by other Oracle Cloud Services customers who have not purchased Oracle Cloud Infrastructure Accelerator Service.

   b. Communicate SRs and incidents to Oracle Product Development, as appropriate.

4. Command Center Escalation Assistance - Proactive Support

   If B108108 - Oracle Cloud Infrastructure Accelerator Service, Enterprise is included in Your order, at the request of Your Approver (as defined below), the TAM will escalate a Severity 1 SR to Oracle's command center as follows:

   a. Initiate a web conference session with Oracle's command center team.

   b. Review the SR with Your Customer Contact(s), including the following:

   c. Review potential workarounds.

   d. Discuss possible corrective actions.

   e. Identify Oracle workload or OCI Cloud Services that may be contributing to the issue.

   f. Engage additional Oracle support teams or resources as needed to address the issue.

   g. Ask Your Customer Contact(s) to engage third party providers for the specific OCI Cloud Services, as needed.

   h. Document the incident and provide periodic updates to Your Customer Contacts.

   i. Disengage the command center when (i) an action plan to resolve the incident has been identified and initiated or (ii) You de-escalate the SR.

5. Oracle Cloud Digital Learning

   a. Provide You with, and facilitate Your access to, select OCI certification programs that are part of OCI training and certification subscriptions provided by Oracle University.

   b. Provide You with, and facilitate Your access to, OCI labs that are part of OCI training and certification subscriptions provided by Oracle University.

Supplemental Resources

If included in Your order and upon Your request, Oracle will provide additional remote resources up to the number of days[iii] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities in furtherance of the services provided under Your order for the OCI Accelerator Service:

1. Lead, participate in, or facilitate meetings with You.
2. Provide local language support.

Service Maximums

The OCI Accelerator Service is subject to the following constraints ("Service Maximums").

Service Maximums

Service		Quantity/Frequency		
		B108106	B108107	B108108
Primary Hours of Operation	Service Management and Governance	Local Business Hours		
	Escalation Management	24x7		
Escalated Critical SRs (per year)		8	16	As needed
Service Language		U.S. English		
Service Reviews		Monthly		
Account Reviews		Quarterly		
Service Days for Innovation Guidance and Technical Assistance (per year)		26	70	200
Command Center Escalations (per year)		N/A	N/A	8
Oracle Cloud Digital Learning		• For OCI certification programs, twenty (20) certification exam attempts for up to 10 users • For OCI labs, a maximum of ninety (90) days for up to ten (10) users		

Your Cooperation and Assumptions

1. Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

a. Identify each of Your Customer Contacts by name, phone number, e-mail address and other appropriate contact methods, including a designated Customer Contact with the appropriate level of authority to set priorities, coordinate activities and resolve conflicts between Your teams ("Approver").

b. Provide Oracle with necessary user and role access required to deliver the OCI Accelerator Service.

c. Provision any tools and associated compute and storage as requested by Oracle and required for Oracle to deliver activities documented under the Innovation - Guidance and Technical Assistance section.

d. Implement, or submit a request for Oracle to implement, recommended actions provided to You by Oracle as documented in the Innovation – Guidance and Technical Assistance section above.

e. Be solely responsible for the impact that the implementation of recommended actions may have on Your environments.

f. Separately purchase additional services for Oracle University certifications or OCI Labs in addition to the documented Service Maximums above, as needed.

2. Assumptions

a. At Oracle's discretion, the TAM assigned to You may communicate with You in Your local language; however, the TAM will not provide translation support related to the OCI Accelerator Service on Your behalf.

b. The OCI Accelerator Service will be provided by remote delivery resources (not on Your work premises).

c. The OCI Accelerator Service may not be available for all Oracle Cloud Services.

d. Any Services not used within the Professional Services Period will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

e. Any services not expressly identified herein are considered out of scope.

MCS - Oracle Cloud Infrastructure Accelerator Service Expansion Pack

Service Offering	Part #
MCS - Oracle Cloud Infrastructure Accelerator Service Expansion Pack	B108109

Description of Services

Your purchase of Oracle Cloud Infrastructure Accelerator Service Expansion Pack (the "OCI Accelerator Expansion Pack") allows You to add additional Service Days ("Expansion Service Days") for one or more of the following services ("Pre-requisite Services"), which must be separately purchased by You and maintained for the duration of the OCI Accelerator Expansion Pack. The Expansion Service Days are provided in accordance with the terms of the applicable Pre-requisite Services and this Service Description. The Service Maximums for the OCI Accelerator Expansion Pack are in addition to any Service Maximum in the applicable Pre-requisite Services Service Description:

Pre-requisite Services

Service Offering	
Oracle Cloud Infrastructure Accelerator Service – Foundation	B108106
Oracle Cloud Infrastructure Accelerator Service – Standard	B108107
Oracle Cloud Infrastructure Accelerator Service - Enterprise	B108108

The Expansion Service Days must be used prior to the expiration of the Pre-requisite Services and Oracle will track and report Your monthly consumption and balance of such Expansion Service Days. If Your Expansion Service Day balance depletes to zero, You must purchase additional Expansion Service Days prior to receiving any of the Services described herein. You acknowledge that any unused quantity of OCI Accelerator Expansion Packs that remain after the expiration of the Pre-requisite Services will be forfeited, and Oracle shall have no further obligation with respect to such unused OCI Accelerator Expansion Packs.

An Expansion Service Day is defined as one technical account manager or one technical resource working one day[i] to provide activities documented in the following sections of the Pre-requisite Service(s): (i) perform activities listed in the Innovation Guidance and Technical Assistance section; (ii) assist with escalated Critical SRs as documented in the Escalation Management section; or (iii) assist with Severity 1 SRs as documented in the Command Center Escalation Assistance section.

Service Maximums

OCI Accelerator Expansion Packs are subject to the following constraints ("Service Maximums").

Service Maximums

Service	Quantity/Type
OCI Accelerator Expansion Pack	Five (5) Expansion Service Days

Your Cooperation

Subject to the terms in the Policies, the following obligation applies in addition to those in the Policies:

1. Purchase the quantity of OCI Accelerator Expansion Packs as required to support the identified activities of Your Pre-requisite Services.

MCS - Oracle Managed Analytics Cloud Service

Part #:	Service Offering
B92478/B92696	MCS - Oracle Managed Analytics Cloud Service - Bundled Base
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service - Standard Base
B92480/B92698	MCS - Oracle Managed Analytics Cloud Service - Hosted Environment
B87511	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day
B87513	Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer – Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle will provide the following services (the "OAC Services") for the Oracle Analytics Cloud (OAC) Service for which You have separately purchased a subscription ("Your Subscription"). The OAC Services are available only for the number of environments identified in the Managed Services Exhibit for Your Subscription (the "Managed OAC Environments"):

1. Provision and configure the Managed OAC Environments identified in the Managed Services Exhibit.
2. Use the assigned Oracle Cloud Administrator roles and privileges to provide the OAC Services as described in the following Sections of Exhibit 1: Oracle Managed Services Delivery Policies):
    a. Oracle Managed Services Security Policy for OAC Services programs and Co-resident Third Party Programs.
    b. Oracle Managed Services Access Management Policy, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Maintenance Frequency Table below:
        i. Adding, removing, and changing of the administrative users for each OAC Environment
    c. Oracle Managed Services Change Management Policy, excluding application of software patches and consisting of the following activities/tasks upon Your request in accordance with the Maintenance Frequency Table below:
        i. Provisioning, configuration, and administration of the OAC Environments
        ii. Change tasks to existing configurations of the OAC Service and database connections
    d. Oracle Managed Services Configuration Management Policy
    e. Oracle Managed Services Release Management Policy, consisting of planning deployments of quarterly updates to the OAC Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability, or regulatory compliance. Bundled task and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the table below (the "Maintenance Frequency").

Maintenance Frequency Table

Activity/Task	Frequency per month
Change Tasks Administration	Up to 5 times
Change Task Configuration	Up to 5 times
User Access Administration	Up to 5 times
Change Capacity Management	Up to 2 times

f. Oracle Managed Services Incident and Problem Management Policy, consisting of response and resolution of individual incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis.

g. Oracle Managed Services Monitoring Policy, using monitoring features that are made available a part of the OAC Services.

h. Oracle Managed Services Capacity Management and Performance Advisory Policy for Your Subscription.

~~i.~~ Oracle Managed Services Continual Service Improvement Policy

j. Oracle Managed Services Service level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the OAC Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
OAC Environment Availability	99.5%	<99.5%	10%
Performance Against Service Description	Performance of the OAC Services in accordance with this section	As described in this Service Description	As indicated below

Oracle OAC Environment Availability Service Level

The OAC Environment Availability Service Level consists of the measurement of the percentage of time that the individual OAC Environment is available for access and use by You to conduct production business operations ("Production OAC Environment"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production OAC Environments - Sum of Unplanned Outage (caused by OAC Service failure) minutes measured for each Production OAC Environment in such month]}}{\text{Total minutes in the calendar month x number of Production OAC Environments}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by OAC Service failures of a Production OAC Environment shall be used to calculate Oracle's monthly performance against the OAC Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per Oracle Managed Services Delivery Policies or that occur in a Production OAC Environment during a Stabilization Period shall not be included in the OAC Environment Availability calculation. A Production OAC Environment must have one associated Production Support Environment for service level credits to be applicable.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the OAC Environment Availability Service Level in connection with the OAC Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the OAC Services for the month in which the Service Level Credit accrued.

Service Maximums

The OAC Services are subject to the following constraints ("Service Maximums").

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type	Quantity/Frequency
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Analytics Cloud Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews

4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS - Oracle Managed Oracle Analytics Cloud Service – Bundled Base (part #B92478), purchase and maintain for the duration of the OAC Services one or more of the following services (the "Pre-requisite Service"):

The following:

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B90622	MCS - Oracle Managed Application Cloud – Base
B94237/B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92756/B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud – Base
B92489/B92706	MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack
B92476/B92670	MCS – Oracle Managed Integration Cloud – Standard Base
B95253	MCS – Oracle Managed WebLogic Server – Standard Base

Any service/part number described by the following service descriptions within this *Oracle Managed Services Service Description* document

- MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Oracle Managed Services Delivery Policies, and this service description.
3. Follow the Oracle Managed Services Minimum Architecture Guidelines (available at https://support.oracle.com by searching on Document ID 784630.1).
4. Procure and maintain for the duration of the OAC Services adequate capacity for the performance of the OAC Services and Your Subscription.
5. Perform all required end-2-end testing to validate that the OAC Service platform is configured securely, and correctly.
6. Separately purchase services to migrate content to the Managed OAC Environments, if required and subject to additional fees.
7. Develop applications and application logic.
8. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
9. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed OAC Environments
10. Be responsible for managing end user access and application privileges.

Service Assumptions

1. Users are setup and authenticated with Oracle Identity Access Management ("IAM") unless You have separately purchased and maintain for the duration of the OIC Services either MCS - Oracle Managed Identity and Access Management, Standard part #

B90044/B90152, or MCS – Oracle Managed Identity and Access Management, Foundation Plus part # B94578.

2. The OAC Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Application Cloud – Base

MCS - Oracle Managed Application Cloud – Base, Custom

Part #	Service Offering
B90622	MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment
B91370	MCS - Oracle Managed Application Cloud – Base, Custom

Description of Services

Oracle will provide the following Oracle Managed Application Cloud services (the "Services") for the Oracle applications specified in the Service Maximums table of this Service Description (the "Oracle Managed Applications"):

1. Provide the Services for a minimum of the following environments for each Oracle Managed Application, as applicable:
   - For J.D. Edwards EnterpriseOne programs: one Production Environment, one Production Support Environment, and one Pristine Environment
   - For PeopleSoft programs: one Production Environment, one Production Support Environment, and one DEMO Environment
   - For all other programs: one Production Environment, and one Production Support Environment
2. Provide the Services for additional Non-Production Environments, DR Environments, Pristine Environments, and/or DEMO Environments, in accordance with the Service Maximums table below.
3. Provision and manage the services required to run the environments for the Oracle Managed Applications in accordance with the Service Maximums table below.
4. Manage the middleware, such as SOA for Oracle E-Business Suite, required Co-resident Third Party Programs integrated with Your application environment, and/or other additional shared services required for the Oracle Managed Applications.
5. Provide up to the number of vulnerability assessment scans, identified in the Service Maximums table, of the virtual machines and database systems for Production Environment(s) and Production Support Environment(s)as follows:
   a. Implement external and internal security vulnerability scans of the virtual machines and database systems for the Production Environment(s) and Production Support Environment(s) (the "Vulnerability Scan").
   b. Deliver a scan report based on the Vulnerability Scans identified in the previous bullet 5.a., in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
6. Provide the services as described in the following sections of Appendix 1: Oracle Managed Services Delivery Policies:
   a. Oracle Managed Services Security Policy
   b. Oracle Managed Services Access Management Policy
   c. Oracle Managed Services Change Management Policy
   d. Oracle Managed Services Configuration Management Policy
   e. Oracle Managed Services Release Management Policy, including the following:

Periodic Maintenance Plan (PMP) at the following intervals:

Maximum Interval between Installations	Services
Weekly	• Mandatory or emergency patching
Quarterly	• Legislative updates • Critical Patch Updates
Semi-Annual	• Technology Stack updates • Application patch sets that do not affect functionality • Continuous Innovation ("CI") updates [1,2] • Implementation of system assessment recommendations

[1] Applicable for Application Unlimited program versions that qualify as Innovation Release (refer to the Oracle Lifetime Support Policy for current CI Release versions)
[2] The current applied CI update must be under Error Correction Support

f. Oracle Managed Services Incident and Problem Management Policy

g. Oracle Managed Services Monitoring Policy

h. Oracle Pulse

i. Oracle Managed Services Capacity Management and Performance Advisory Policy

j. Oracle Managed Services Continuity Policy including daily backups and retention of archive logs for 30 days, limited to Production and Production Support Environments.

k. Oracle Managed Services Continual Service Improvement Policy

l. Oracle Managed Services Enhanced Recovery Policy

m. Oracle Managed Services Decommission Policy

n. Oracle Managed Services Service level and Availability Management Policy, including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly fees for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Application Availability	In accordance with the Service Maximums table below		
Service Request Resolution Time Severity Level 1	▪ 4 hours (Unplanned Outage caused by infrastructure and/or component) ▪ 24 hours (Service Interruption (functional failure))	<90% of SRs resolved within target	3%
Service Request Resolution Time Severity Level 2	96 hours	<90% of SRs resolved within target	2%
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the fees paid for the Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Changes to Service Maximums for part # B91370 – MCS - Oracle Managed Application Cloud – Base, Custom are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type	Quantity/Frequency Oracle Managed Application Cloud – Base Part # B90622
Oracle Managed Applications	Up to three (3) of the following Oracle applications: Oracle E-Business Suite, Siebel CRM, Oracle Hyperion, PeopleSoft, J.D. Edwards EnterpriseOne, Oracle Business Intelligence – Enterprise Edition (OBIEE), Oracle Transportation Management, Oracle Value Chain Planning, or Agile
OCPU Allocation	30 OCPUs
Block Storage Allocation	3,200 GB of block (data) storage

Type			Quantity/Frequency Oracle Managed Application Cloud – Base Part # B90622	
Database			VM Database Systems	
Compute			VM Compute	
RAC			Up to 2 RAC Nodes	
FastConnect			Up to 2 connect points 1 GB each	
Load Balancer			400 Mbps	
Refresh data from the Production Environment			Once per month	
Service Plan Update & Service Request Review Frequency			Quarterly	
Account & Service Review Frequency			Quarterly	
Availability Plan Frequency			Annual	
Application Availability	Service Level Target		99.5%	
	Credit Criteria	Service Level Credit	>=99.0% and < 99.5%	2%
			<99.0%	5%
Application High Availability[1]	Service Level Target		99.7%[1]	
	Credit Criteria	Service Level Credit	>=99.0% and < 99.7%	2%
			<99.0%	5%
Enhanced Recovery Services	RPO		1 hour (24 hours for Oracle Hyperion or OBIEE with Essbase)	
	RTO		12 hours (24 hours for Oracle Hyperion or OBIEE with Essbase)	
	Testing Frequency		Annual	
Vulnerability Scans			4 per year	

[1] Requires deployment on RAC with Oracle Database High Availability

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Identify the Oracle Managed Applications, in accordance with the Service Maximums table.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies and this Service Description.

3. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Services Environments.
4. Manage access and application responsibility privileges of all End Users of the Oracle Managed Applications and Co-resident Third Party Programs.
5. Acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
6. Procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database required to deliver the Services.
7. Perform post Refresh activities for the Oracle Managed Applications and Third Party Software following a Refresh.
8. Provision and manage Your Third Party Software other than Co-resident Third Party Programs, including the performance of such Third Party Software.
9. Comply with Oracle's Production Assessment process, including participating in a review with Oracle following Production Go-Live.
10. If You are permitted to exceed the Service Maximums during any calendar month, be responsible for promptly purchasing additional services to account for your excess usage during such month. Such quantity must be purchased for the entire month payable within 30 days.

Service Assumptions

1. Oracle will determine, at its sole discretion, the quantity and type of infrastructure components required for Oracle to deliver the Services in accordance with the Service Maximums table.
2. Object storage required for backup activities is included as part of the Services and is not subject to the Storage Allocation identified in the Service Maximums Table.
3. The Services do not include any service that is not explicitly described in this Service Description.
4. For Part B91370, Oracle Managed Application Cloud – Base, Custom, modifications to this Service Description are specified in the order. If no such changes are specified, B90622 Oracle Managed Application Cloud – Base shall apply.

MCS - Oracle Managed Application Cloud – Additional Capacity Unit

MCS - Oracle Managed Application Cloud – Additional Capacity Unit, Custom

Part #	Service Offering
B90623	Oracle Managed Application Cloud – Additional Capacity Unit
B91371	Oracle Managed Application Cloud – Additional Capacity Unit, Custom

Description of Services

Oracle will provide the following Oracle Managed Application Cloud – Additional Capacity Unit services (the "Services"):

1. Add Oracle managed compute and storage to the Services Environment in accordance with and to supplement the established maximums of one of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B90622	Oracle Managed Application Cloud – Base
B91370	Oracle Managed Application Cloud – Base, Custom

The added compute and storage, subject to the Service Maximums table below, may be used for activities to maintain required application architecture of the Services Environment, including, but not limited to the following:

- scale or burst the Pre-Requisite Service;
- provision additional non-production environments; and
- provision additional required middleware, such as SOA for Oracle E-Business Suite, Third Party Software integrated with Your application environment, and/or other additional shared services.

2. Provide architecture sizing guidelines to assist you with planning future architecture needs.
3. Service Level and availability management as described in the Service Description for the Pre-Requisite Service.
   a. For purposes of calculating Service Levels, the monthly fees for the Services shall be added to the monthly fees defined in the Service Description for the Pre-Requisite Service.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	B90623 - Oracle Managed Application Cloud – Additional Capacity Unit
OCPU Allocation	8 OCPUs
Block Storage Allocation	1,400 GB of block (data) storage

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and continue to maintain for the duration of the Services the Pre-Requisite Service.
2. Acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, for necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
3. Procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database required to deliver the Services.
4. Request the Services by submitting a Request for Change (RFC). By submitting such an RFC, You agree to accept a new order for the Services within 30 days of creating the SR and pay for such services in accordance with the payment terms of the order.
5. If You are permitted to exceed the ordered quantity of the Services during any calendar month, be responsible for promptly purchasing additional quantity to account for your excess usage during such calendar month. Such quantity must be purchased for the entire month payable within 30 days.

Service Assumptions

1. For Part B91371, Oracle Managed Application Cloud – Additional Capacity Unit, Custom, modifications to this Service Description are specified in the order. If no such changes are specified, B90623 Oracle Managed Application Cloud – Additional Capacity Unit shall apply.

MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service

Part #	Service Offering
B87415/B92082	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity
B86068/B92083	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity
B86069/B92084	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity
B87414/B92079	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity
B86070/B92080	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One Low Complexity
B86071/B92081	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom
B87499	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day
B87500	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day
B87501	Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day
B87502	Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I – Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II – Day

Description of Services

Oracle will provide the following Oracle Managed Applications on Oracle Technology Cloud Services (the "Services"):

The following as described in the Appendix 1: Oracle Managed Services Delivery Policies:

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy, including the following:

Periodic Maintenance Plan (PMP) intervals for Oracle Managed Applications Unlimited on Oracle Technology Cloud:

Maximum Interval between Installations	Services
Weekly	• Mandatory or emergency patching
Quarterly	• Legislative updates • Critical Patch Updates

Annual	• Technology Stack updates • Application patch sets that do not affect functionality • Continuous Innovation ("CI") updates [1,2] • Implementation of system assessment recommendations

[1] Applicable for Application Unlimited program versions that qualify as Innovation Release (refer to the Oracle Lifetime Support Policy for current CI Release versions)
[2] The current applied CI update must be under Error Correction Support

Refreshes including post Refresh steps, at the frequency listed below (except for Your J.D. Edwards Enterprise One programs). The type of Refresh may vary depending on the applicable Oracle application. Oracle will define which type of Refresh, if any, is available for Your Services Environment:

- One per month per Production Environment prior to Production Go-Live
- One per quarter per Production Environment following Production Go-Live

6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Pulse, including Business Transaction Monitoring which may be provided for the types of transactions listed in the table below:

Oracle Program	Transaction Type
Oracle E-Business Suite Programs	Login transactions, standard transactions, batch transactions
PeopleSoft Programs	
Siebel CRM Programs	Login transactions, standard transactions
J.D. Edwards Programs	
Demantra	
Oracle Hyperion Programs	
Business Intelligence Technology and Applications Programs	
Agile Product Lifecycle Management Programs	Login transactions
Primavera Programs	
Oracle Transportation Management	

Oracle will retain records of transactions in Your Production Environment for at least 90 days ("Baseline Period"). Following the Baseline Period, a baseline threshold will be determined for each transaction type and future transactions will be measured against such baseline.

9. Oracle Managed Services Capacity Management and Performance Advisory Policy
10. Oracle Managed Services Continuity Policy, including the following pre-defined backup schedule for Production Environments:

Backup Type	Backup Frequency
Database and code tree	• Daily backups retained for one week • Semi-weekly backups retained for four weeks
Archive logs	• Daily backups retained for one day

	• Semi-weekly backups retained for four weeks

Oracle will perform and store one baseline backup of the database, application code tree, and archive logs, upon Your request prior to achieving Production Ready Status. The baseline backup will be stored for a period of three months.

11. Oracle Managed Services Continual Service Improvement Policy
12. Oracle Managed Services Enhanced Recovery Policy (for Applications Unlimited High Complexity packages)
13. Oracle Managed Services Decommission Policy
14. Oracle Managed Services Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, including the following for the Oracle Managed Cloud Application Services under this Service Description:
    - **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
    - **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
    - **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Application High Availability	99.7%[1]	>=99.0% and < 99.7%	2%
		<99.0%	5%
Application Availability	99.5%	>=99.0% and < 99.5%	2%
		<99.0%	5%
Service Request Resolution Time Severity Level 1	4 hours (Unplanned Outage caused by infrastructure and/or component) 24 hours (Service Interruption (functional failure))	<90% of SRs resolved within target	3%
Service Request Resolution Time Severity Level 2	96 hours	<90% of SRs resolved within target	2%
Performance Against Service Description	Performance of Managed Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Requires deployment on RAC with Oracle Database High Availability (or High Complexity packages)

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Oracle Managed Services under the applicable Ordering Document for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Environments

Oracle will monitor setup and Production Go-Live of the Services Environment via a Managed Services Production Assessment. You will adopt and comply with the Production Assessment process and participate in a review with Oracle following Production Go-Live.

Oracle will service one (1) Production Environment and one (1) Production Support Environment as part of the Oracle Managed Applications on Oracle Technology Cloud Services base offering and one additional Environment for J.D. Edwards Programs and PeopleSoft Programs as follows:

- J.D. Edwards Programs: One Pristine Environment
- PeopleSoft Programs: One DEMO Environment

Effort Tiers

The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are available only for the following Oracle Programs: Oracle E-Business Suite, Siebel CRM, Primavera, Oracle Hyperion, PeopleSoft, J.D. Edwards Enterprise One, Demantra, Oracle Business Intelligence – Enterprise Edition, Agile Product Lifecycle Management, Oracle Transportation Management, Oracle Advanced Supply Chain Planning, Oracle Strategic Network Optimization, and Oracle Rapid Planning. The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are categorized into two tiers, based on the relative installation and management effort of the associated Oracle Programs:

- **Tier One:** higher-effort Oracle applications including Oracle E-Business Suite (including Endeca), Siebel CRM, Primavera, Oracle Hyperion and J.D. Edwards EnterpriseOne
- **Tier Two:** lower-effort Oracle applications including PeopleSoft, Demantra, Oracle Business Intelligence Enterprise Edition, Agile Product Lifecycle Management, Oracle Transportation Management, Oracle Advanced Supply Chain Planning, Oracle Strategic Network Optimization, and Oracle Rapid Planning.

Service Maximums

The Oracle Managed Applications Unlimited on Oracle Technology Cloud Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		Tier Two, Minimum Complexity	Tier Two, Low Complexity	Tier Two, High Complexity	Tier One, Minimum Complexity	Tier One, Low Complexity	Tier One, High Complexity
Production Database Size(1)		1 TB	3 TB	7 TB	1 TB	3 TB	7 TB
RAC		No RAC	No RAC	RAC (4 RAC Nodes)	No RAC	No RAC	RAC (4 RAC Nodes)
Program Modules		<=15	<=20	>20	<=15	<=20	>20
Tier Types		<=7	<=7	>7	<=7	<=7	>7
Service Plan Update & Service Request Review Frequency		Quarterly	Quarterly	Monthly	Quarterly	Quarterly	Monthly
Account & Service Review Frequency		Annual	Annual	Semi-Annual	Annual	Annual	Semi-Annual
Availability Plan Frequency		Annual	Annual	Semi-Annual	Annual	Annual	Semi-Annual
Enhanced Recovery Services	RPO	N/A	N/A	1 hour (24 hours for Hyperion or OBIEE with Essbase)	N/A	N/A	1 hour (24 hours for Hyperion or OBIEE with Essbase)
	RTO	N/A	N/A	12 hours (24 hours for Hyperion or OBIEE with Essbase)	N/A	N/A	12 hours(24 hours for Hyperion or OBIEE with Essbase)
Disaster Recovery Testing Frequency		N/A	N/A	Annual	N/A	N/A	Annual
Cloud Service Units included with Your initial purchase of the Services		15	25	50	15	25	50
Business Transaction Monitoring		Monitoring of 1 Login Transaction	Monitoring of 1 Login Transaction	Monitoring of 1 Login Transaction	Monitoring of 1 Login Transaction	Monitoring of 1 Login Transaction	Monitoring of 1 Login Transaction

(1) Production Database Size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment. The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive, and other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in

furtherance of the services provided under Your order for *Oracle Managed Applications Unlimited on Oracle Technology Cloud Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies and this service description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
3. Procure the amount of Oracle Storage Cloud Service required for Oracle to perform backups of Your data, at the pre-defined intervals.
4. Acknowledge that (i) You have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
5. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.
6. Manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs.

Service Assumptions:

1. Production database size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment (the "Production Database Size"). The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive, and

other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database.

MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom

Part #	Service Offering
B88439	MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom
B87499	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day
B87500	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day
B87501	Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day
B87502	Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle will provide the following Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom services (the "Services"):

The following as described in the Appendix 1: Oracle Managed Services Delivery Policies:

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy, including the following:

   Periodic Maintenance Plan (PMP) intervals for Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom:

Maximum Interval between Installations	Services
Weekly	• Mandatory or emergency patching
Quarterly	• Legislative updates • Critical Patch Updates
Annual	• Technology Stack updates • Application patch sets that do not affect functionality • Continuous Innovation ("CI") updates [1,2] • Implementation of system assessment recommendations

[1] Applicable for Application Unlimited program versions that qualify as Innovation Release (refer to the Oracle Lifetime Support Policy for current CI Release versions)
[2] The current applied CI update must be under Error Correction Support

Refreshes including post Refresh steps, at the frequency listed below. The type of Refresh may vary depending on the applicable Oracle application. Oracle will define which type of Refresh, if any, is available for Your Services Environment:

a. One per month per Production Environment prior to Production Go-Live

b. One per quarter per Production Environment following Production Go-Live

6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Managed Services Capacity Management and Performance Advisory Policy
9. Oracle Managed Services Continuity Policy, including the following pre-defined backup schedule for Production Environments:

Backup Type	Backup Frequency
Database and code tree	• Daily backups retained for one week • Semi-weekly backups retained for four weeks
Archive logs	• Daily backups retained for one day • Semi-weekly backups retained for four weeks

Oracle will perform and store one baseline backup of the database, application code tree, and archive logs, upon Your request prior to achieving Production Ready Status. The baseline backup will be stored for a period of three months.

10. Oracle Managed Services Continual Service Improvement Policy
11. Oracle Managed Services Enhanced Recovery Policy
12. Oracle Managed Services Decommission Policy, including the following:

    a. End of cycle ("EOC") support consisting of (a) enabling of Automated End of Day ("AEOD") function within the Flexcube programs and startup of AEOD process; (b) monitoring of the AEOD process; (c) initial triage of issues with the AEOD process; (d) application of fixes to the AEOD process following Change Management process; and (e) restart of AEOD process as required.

13. Oracle Managed Services Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, including the following for the Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Application High Availability	99.7%[1]	>=99.0% and < 99.7%	2%
		<99.0%	5%
Application Availability	99.5%	>=99.0% and < 99.5%	2%
		<99.0%	5%
Service Request Resolution Time Severity Level 1	4 hours (Unplanned Outage caused by infrastructure and/or component) 24 hours (Service Interruption (functional failure))	<90% of SRs resolved within target	3%
Service Request Resolution Time Severity Level 2	96 hours	<90% of SRs resolved within target	2%
Performance Against Service Description	Performance of Managed Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Requires deployment on RAC with Oracle Database High Availability

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Oracle Managed Services under the applicable Ordering Document for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Environments

Oracle will monitor setup and Production Go-Live of the Services Environment via a Managed Services Production Assessment. You will adopt and comply with the Production Assessment process and participate in a review with Oracle following Production Go-Live.

Oracle will service one (1) Production Environment and one (1) Production Support Environment as part of the Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom offering.

MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom are available only for the following Oracle Programs: Flexcube Universal Banking (UBS), Oracle Banking Digital Experience (OBDX), Oracle Financial Services Lending & Leasing, Oracle Financial Services Analytical Applications, and Oracle Financial Services Revenue Management

and Billing, including Oracle Business Intelligence (BI) Publisher for Financial Services Applications.

Service Maximums

MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom are subject to the following constraints ("Service Maximums"). Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Maximum	Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies and this service description.

2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
3. Procure the amount of Oracle Storage Cloud Service required for Oracle to perform backups of Your data, at the pre-defined intervals.
4. Acknowledge that (i) You have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
5. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.
6. Manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs.
7. Purchase and maintain for the duration of the Services the following for the Environment for which You purchase the Services:

Part #	Service Offering
~~B88478/~~ B92240	MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud
B96332	MCS - Oracle Advanced Data Security Service
B90463/ B92148	MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS

   a. Purchase and maintain for the duration of the Services one of the following for the Environment for which You purchase the Services:

Part #	Service Offering
B88472/ B92140	MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS
B88473/ B92139	MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS

   b. For Environments for which You allow external DMZ access, purchase, and maintain for the duration of the Services the following for the Environment for which You purchase the Services:

Part #	Service Offering
B88477/ B92798	MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud

c. Acknowledge that additionally Oracle highly recommends that You purchase and maintain for the duration of the Services the following for the Environment for which You purchased Services:

Part #	Service Offering
B88475/ B92135	MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud

d. Be responsible for (a) configuration of AEOD functions, including input data values and sequence; (b) changes to the EOC process and AEOD configurations; (c) issues with the AEOD function related to Your business processes and data; and (d) manual performance of EOC functions, as required.

Service Assumptions:

Production database size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment (the "Production Database Size"). The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive, and other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database.

MCS - Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom

Part #	Service Offering
B88440	MCS - Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom
B87499	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day
B87500	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day
B87501	Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day
B87502	Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle will provide the following Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom services (the "Services"):

The following as described in the Appendix 1: Oracle Managed Services Delivery Policies:

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy, including the following

Periodic Maintenance Plan (PMP) intervals for Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom:

Maximum Interval between Installations	Services
Weekly	• Mandatory or emergency patching
Quarterly	• Legislative updates • Critical Patch Updates
Annual	• Technology Stack updates • Application patch sets that do not affect functionality • Continuous Innovation ("CI") updates [1,2] • Implementation of system assessment recommendations

[1] Applicable for Application Unlimited program versions that qualify as Innovation Release (refer to the Oracle Lifetime Support Policy for current CI Release versions)
[2] The current applied CI update must be under Error Correction Support

Refreshes including post Refresh steps, at the frequency listed below. The type of Refresh may vary depending on the applicable Oracle application. Oracle will define which type of Refresh, if any, is available for Your Services Environment:

- One per month per Production Environment prior to Production Go-Live
- One per quarter per Production Environment following Production Go-Live

6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Managed Services Capacity Management and Performance Advisory Policy
9. Oracle Managed Services Continuity Policy, including the following pre-defined backup schedule for Production Environments:

Backup Type	Backup Frequency
Database and code tree	• Daily backups retained for one week • Semi-weekly backups retained for four weeks
Archive logs	• Daily backups retained for one day • Semi-weekly backups retained for four weeks

Oracle will perform and store one baseline backup of the database, application code tree, and archive logs, upon Your request prior to achieving Production Ready Status. The baseline backup will be stored for a period of three months.

10. Oracle Managed Services Continual Service Improvement Policy
11. Oracle Managed Services Enhanced Recovery Policy
12. Oracle Managed Services Decommission Policy
13. Oracle Managed Services Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, including the following for the Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Application High Availability	99.7%[1]	>=99.0% and < 99.7%	2%
		<99.0%	5%
Application Availability	99.5%	>=99.0% and < 99.5%	2%

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
		<99.0%	5%
Service Request Resolution Time Severity Level 1	4 hours (Unplanned Outage caused by infrastructure and/or component) 24 hours (Service Interruption (functional failure))	<90% of SRs resolved within target	3%
Service Request Resolution Time Severity Level 2	96 hours	<90% of SRs resolved within target	2%
Performance Against Service Description	Performance of Managed Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Requires deployment on RAC with Oracle Database High Availability

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Oracle Managed Services under the applicable Ordering Document for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Environments

Oracle will monitor setup and Production Go-Live of the Services Environment via a Managed Services Production Assessment. You will adopt and comply with the Production Assessment process and participate in a review with Oracle following Production Go-Live.

Oracle will service one (1) Production Environment and one (1) Production Support Environment as part of the MCS - Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom.

MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud, Custom Services are available only for the following Oracle Programs: Oracle Life Sciences Data Hub and Oracle Health Sciences Data Management Workbench.

Service Maximums

The MCS - Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud, Custom Services are subject to the following constraints ("Service Maximums"). Additional Service Maximums are documented in the Managed Services Exhibit, as applicable

Maximum	**MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle on Oracle Technology Cloud, Custom** Part # B88440
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Cloud for Life Sciences Warehouse Platform on Oracle Technology Cloud Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies and this service description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
3. Procure the amount of Oracle Storage Cloud Service required for Oracle to perform backups of Your data, at the pre-defined intervals.
4. Acknowledge that (i) You have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also

referred to as “Premier Support”), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.

5. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.
6. Manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs.

Service Assumptions:

Production database size is the number of terabytes of Block Storage purchased by You for the Non-Metered Compute Cloud Services Production Environment (the “Production Database Size”). The Production Database Size limitations reflect the physical size of the Production Environment database; actual storage for all environments, backup, archive, and other storage requirements associated with data replication and file system management may be greater than the physical size of the Production Environment database.

MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud

Part #	Service Offering
B86072/B92087	MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud

Description of Services

MCS - Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (the "Services") consists of the following activities for one of Your Non-Production Environments in which the Oracle Managed Applications Unlimited reside and for which you have purchased the Services. None of the Services below require the additional purchase of cloud service units.

1. Service planning reviews intended to coordinate Your planned activities.
2. The following policies as described in the *Appendix 1: Oracle Managed Services Delivery Policies*:
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy
    c. Oracle Managed Services Configuration Management Policy
    d. Oracle Managed Services Incident and Problem Management Policy
    e. Oracle Managed Services Monitoring Policy and Oracle Pulse
    f. Oracle Managed Services Capacity Management and Performance Advisory Policy
    g. Oracle Managed Services Change Management Policy consisting of the following
        i. Installation and/or configuration of Oracle Programs;
        ii. Installation of software patches which repair or modify existing functionality or maintain currency alignment with legislative requirements;
        iii. Installation and/or update of Co-resident Third Party Programs, CEMLIs, and operating system printer queues;
        iv. Execution of read-only scripts and/or data fix scripts or SQL updates (Note: updates to base tables must be made via scripts authorized by Oracle Support);
        v. Database space and object management related to space utilization, database layout, Oracle physical file mapping, and free space fragmenting;
        vi. Refreshes that copy database and full application code from a source Non-Production Environment to a target Non-Production Environment, including post Refresh steps;
        vii. Startup, shutdown, and/or recycle of the application and/or database in Your Non-Production Environment;
        viii. Assistance with database and application configuration changes based on Oracle recommended practices and suggestions from Oracle Support;
        ix. Backup of Your Non-Production Environment consisting of a copy of the database and complete application code tree, including verification of the backup for consistency and usability in case of recovery in accordance with the following backup schedule:

Backup Type	Backup Frequency
Database and code tree	• Daily backups retained for one week • Weekly backups retained for four weeks
Archive logs	• Daily backups retained for one day

x. Export to, or import of, a database, partition, and/or table using Oracle database or application utilities; and

xi. Data load using Oracle utilities and providing data load results, including logs and error messages.

h. Oracle Managed Services Continuity Policy for Oracle Programs, Required Software, and Co-resident Third Party Programs (collectively, the "Managed Software") in Your Non-Production Environment designed to recover the Services in the event of hardware failure or human error:

i. Configuration of the Services for automated backup, including configuration of OCI components; and

ii. Assistance with recovery of database and application functionality from backups as required

i. Service Level Objectives as described in the following table:

- **Service Level Target**: The level of performance that Oracle endeavors to achieve on a monthly basis.
- **Service Request Response Time**: The Service Request Response Time Service Level measures the elapsed time from the submission of an SR in My Oracle Support to Oracle's acknowledgement of the receipt of the SR in My Oracle Support("Time to Respond").

Service Level	Service Level Target
Service Request Response Time	<= 2 hours

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, *Appendix 1: Oracle Managed Services Delivery Policies*, and this Service Description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
3. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in Your Non-Production Environment.

4. Perform analysis and be responsible for resolution of Incidents caused by Co-resident Third Party Programs.
5. Manage access and application responsibility privileges of all End Users of the Oracle Programs.

Service Assumptions

1. Oracle is not responsible for adverse impacts experienced by the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.

MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service

Part #	Service Offering
B87416/B92086	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service

Description of Services

MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud - Enhanced Recovery Service ("Services") consists of:

1. Oracle Managed Services Enhanced Recovery Policy as described in the Appendix 1: Oracle Managed Services Delivery Policies.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums		
Enhanced Recovery Services	RPO	1 hour (24 hours for Oracle Hyperion or OBIEE with Essbase)
	RTO	12 hours (24 hours for Oracle Hyperion or OBIEE with Essbase)
	Testing Frequency	Annual

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, *Appendix 1: Oracle Managed Services Delivery Policies*, and this service description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity to achieve disaster recovery service objectives.
3. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Environment.
4. Manage access and application responsibility privileges of all End Users of the Oracle Programs and Co-resident Third Party Programs.

MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services

Part #	Service Offering
B87805/B92085	MCS -Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services

Description of Services

Oracle Managed Applications Unlimited on Oracle Technology Cloud – RAC Support Option for Minimum and Low Complexity Services (the "Services") consist of:

1. Use of Oracle's Real Application Cluster (RAC) software within Your Cloud Service environment for up to four (4) RAC Nodes in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B87414/B92079	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity
B86068/B92083	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity
B87415/B92082	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity
B86070/B92080	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services:
   a. one of the Pre-requisite Services listed above.
   b. the associated amount of OCI required to provide RAC Support Service

MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited

Part #	Service Offering
B88893	MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Basic
B88973	MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Custom
B87499	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day
B87500	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day
B87501	Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day
B87502	Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day
B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil – Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt – Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle Managed Cloud Helpdesk for Applications Unlimited (the "Services") consists of the Services described herein for the Identified Oracle Programs (as defined below) in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B92633	MCS - Oracle Managed Enterprise Application Cloud - Base, Configurable
B92577/B92630	MCS – Oracle Managed Enterprise Application Cloud - Base
B90622	MCS – Oracle Managed Application Cloud – Base – Managed Hosted Environment
B91370	MCS – Oracle Managed Application Cloud – Base, Custom
B87414	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity
B86068	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity
B87415	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity
B86071	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity
B86070	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity
B86069	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom

The Services consist of:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and Service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify (a) the specific Oracle Programs subject to the Services ("Identified Oracle Programs"), (b) Your CEMLIs subject to the Services ("Identified CEMLIs"), (c) the critical business processes to be monitored ("Critical Business Processes"), and (d) the Oracle Managed Applications Unlimited Service Offering(s) subject to the Services ("Identified Supported Service Offerings"). The plan also will provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request System in the Service Maximums table. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.
3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Service Maximums table below.
4. Receiving and managing the following types of Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request System in the Service Maximums table for the Services (the "Request System"):

   - Type 1: Standard Functional Support SR
   - Type 2: Complex Functional Support SR
   - Type 3: Basic CEMLI SR
   - Type 4: Standard CEMLI SR
   - Type 5: Extended CEMLI SR

   Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the *Oracle Cloud Service Unit Catalog*.

   For each SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the *Oracle Cloud Service Unit Catalog.*

   You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

   Oracle will work on an open SR until one of the following occurs:

   - The underlying issue has been resolved
   - A work-around has been implemented
   - You and Oracle agree to close the SR.
   - The SR is transferred to another group per the terms of this service description
   - The SR is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team
5. Oracle Managed Services Service Level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, excluding Application

Availability Service Level, and including the following for the Oracle Managed Cloud Helpdesk Services under this Service Description:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Services under this service description to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of Service Requests responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Managed Cloud Helpdesk for Applications Unlimited Service Description	As described under Performance Against Service Description	As indicated below

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time Service Level shall be measured on a monthly basis calculated in accordance with the following formula:

$$\left\{\frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}}\right\} \text{x100}$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Oracle Managed Cloud Helpdesk for Applications Unlimited Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Services provided in such month.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs as documented in the exclusion section in the Oracle Managed Services Service Level and Availability Management Policy; (b) is caused by Your failure o to provide Your Cooperation set forth in this Service Description; (c) occurs in a month when You have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; or (d) is caused by an issue where an SR has been raised with Oracle Product Support.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional Cloud Services Units (defined in the Service Maximums Section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs, or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Services are subject to the following constraints (the "Service Maximums").

Service Maximums

Service Type		MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic Part# B88893
Primary Hours of Operation	SR Types 1-5	8x5
	Severity Level 1 SRs and Critical Business Process Monitoring	24x7
Service Language		U.S. English
Initiation Phase		2 months
Identified CEMLIs		200
Service Request System		My Oracle Support
Account & Service Review Frequency		Monthly
Operational Reporting Frequency		Weekly
Cloud Service Units[1]		500 per year
Critical Business Processes		20

[1] Cloud Service Unit consumption is expected to remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Cloud Helpdesk for Application Unlimited*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Critical business process monitoring and response
4. Account and Service Reviews
5. Local language support

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.
2. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate

SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate Cloud Service Unit tracking and balance reconciliation of Cloud Service Units.

3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including Critical Business Processes; (c) ticketing system, if identified as the Service Request System in the Service Maximums table for the Services; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Services.
5. Provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Services.
6. Provide source code repository access to Oracle for the Identified CEMLIs.
7. Acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Services.
8. Acknowledge that Type 5 SRS are not Severity 1 SRs and Oracle will work Type 5 SRs during hours of operation 8x5.
9. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
10. Identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Services.
11. Perform all functional regression testing, performance testing, and User Acceptance Testing (UAT) for all Changes and work arounds provided by Oracle.

MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited - Extended Support Coverage

Part #	Service Offering
B88894	MCS -Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic – Extended Coverage 16 Hours x 5 Days
B88895	MCS -Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic – Extended Coverage 24 Hours x 7 Days

Description of Services

Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic - Extended Coverage (the "Services") consists of:

1. Extension of the Primary Hours of Operation for SR Types 1-4 provided with Oracle Managed Cloud Helpdesk for Applications Unlimited, Basic

Service Maximums

The Services are subject to the following constraints (the "Service Maximums").

Service Maximums

Maximum	Primary Hours of Operation (Hours per Day x Days per Week)
Extended Coverage 16 Hours x 5 Days (Part# B88894)	16 x 5
Extended Coverage 24 Hours x 7 Days (Part# B88895)	24 x 7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the following:

Part #	Service Offering
B88893	MCS -Oracle Managed Cloud Helpdesk for Application Unlimited, Basic

MCS - Oracle Managed Cloud Helpdesk for Applications Unlimited - Translation Support - Additional One (1x) Language

Part #	Service Offering
B90419	MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Basic – Translation Support – Additional One (1x) Language
B90477	MCS - Oracle Managed Cloud Helpdesk for Application Unlimited, Custom – Translation Support – Additional One (1x) Language

Description of Services

Oracle Managed Cloud Helpdesk for Application Unlimited, Basic - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B88893	MCS -Oracle Managed Cloud Helpdesk for Application Unlimited, Basic
B88973	MCS -Oracle Managed Cloud Helpdesk for Application Unlimited, Custom

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Managed Data Integrator

Part #:	Service Offering
B94237/B94410	MCS - Oracle Managed Data Integrator, Standard Base
B94238/B94411	MCS - Oracle Managed Data Integrator, Bundled Base
B94239/B94412	MCS - Oracle Managed Data Integrator - Managed Hosted Environment

Description of Services

Oracle will install Oracle Data Integrator ("ODI") on Oracle Cloud Infrastructure ("OCI") using an image from the Oracle Cloud Marketplace or Oracle Data Integrator Enterprise Edition for which You have separately purchased a license ("Your License") and manage the ODI software and the associated Fusion Middleware stack in accordance with the Service Maximums (collectively, the "ODI Services").

As part of the ODI Services, Oracle will provide the following for the environments identified in the Service Maximums table in the Managed Services Exhibit (the "Supported Environments") and the associated maximum number of data sources (up to a maximum of three (3) per Supported Environment):

1. Download the ODI image from Oracle Cloud Marketplace or install Oracle Data Integrator Enterprise Edition in Your OCI tenancy for the Supported Environments.
2. Provision and configure the Supported Environments, including the required OCI resources, such as compute instances, network and data source connectivity, ODI studio, and processes for monitoring, backup, and recovery.
3. Manage the services required to run the Supported Environments.
4. Manage Your Supported Environments as described in the following sections of the *Appendix 1: Oracle Managed Services Delivery Policies*:
   a. Oracle Managed Services Security Policy
   b. Oracle Managed Services Access Management Policy
   c. Oracle Managed Services Change Management Policy
   d. Oracle Managed Services Configuration Management Policy
   e. Oracle Managed Services Release Management Policy, excluding Refreshes, and including the following:

Periodic Maintenance Plan (PMP)

Frequency	Service Type
Weekly	• Mandatory or emergency patching
Quarterly	• Security and Critical Patch Updates
Semi-Annual	• Patch sets that support bug fixes

   f. Oracle Managed Services Incident and Problem Management Policy.
   g. Oracle Managed Services Monitoring Policy.
   h. Oracle Managed Services Capacity Management and Performance Advisory Policy

i. Oracle Managed Services Continuity Policy, including backups retained for 30 days of Your Supported Production and Production Support Environments.

j. Oracle Managed Services Continual Service Improvement Policy

k. Oracle Managed Services Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

Service Level Target. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.

Credit Criteria. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.

Service Level Credit %. The percentage of monthly fees for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
ODI Environment Availability	99.5%	<99.5%	10%
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

Oracle ODI Environment Availability Service Level

The ODI Environment Availability Service Level consists of the measurement of the percentage of time that the individual ODI Environment is available for access and use by You to conduct production business operations ("Production ODI Environment"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}}\right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Application Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Oracle Managed Services Service Level and Availability Management Policy or that occur in a Production ODI Environment during a Stabilization Period shall not be included in the ODI Environment Availability calculation. Each Production ODI Environment must have one associated Production Support Environment for service level credits to be applicable.

Performance against Delivery Policies Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the ODI Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the ADB Services Availability Service Level in connection with the ADB Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the ODI Services under this Service Description for the month in which the Service Level Credit accrued.

Service Maximums

The Services are subject to the following constraints ("Service Maximums"). Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type	Quantity/Frequency
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the ODI Services one or more of the following mandatory pre-requisite services:

Part #	Service Offering
B92800	MCS - Oracle Managed Database as a Service – Standard Base
B92706/B92489	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Standard Base per Rack
B93483/B93643	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Standard Base per Rack

2. For MCS - Oracle Managed Data Integrator, Bundled Base (part #B94411) purchase and maintain for the duration of the ODI Services one or more of the following pre-requisite services:

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base
B92800	MCS - Oracle Managed Database as a Service - Standard Base

Part #	Service Offering
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud - Base
B92706/B92489	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Standard Base per Rack
B93483/B93643	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Standard Base per Rack
B92476/B92670	MCS - Oracle Managed Integration Cloud – Standard Base
B95453	MCS - Oracle Managed WebLogic Server – Standard Base

3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, the Delivery Policies, and this Service Description.
4. Purchase and maintain for the duration of the ODI Services: (a) adequate Oracle Cloud Infrastructure compute, storage, and network resources; (b) an Oracle Cloud Infrastructure subscription; (c) Your License; and/or (d) the pre-requisite services listed above.
5. Be responsible for all development and configuration activities, including data sources, repositories, data quality and data migrations.
6. Monitor and troubleshoot Your executions and load plans.
7. Be responsible for functional setups and configurations of Oracle Data Integrator Cloud.
8. Perform end-2-end testing as required to validate that the ODI Service platform is configured securely and correctly.
9. Be responsible for functional code promotions, including extract, load, and transform (ETL), data loads, and data quality.
10. Test all integrations and patches prior to deployment in the Production Support and Production Environments.
11. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
12. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Supported Environments.

Service Assumptions

1. ODI Services are deployed in Your Oracle managed tenancy in accordance with the Oracle Managed Services Minimum Architecture Guidelines (available at https://support.oracle.com by searching on Document ID 784630.1).
2. The ODI Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Database as a Service

Part #:	Service Offering
B92756/B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92757/B92801	MCS - Oracle Managed Database as a Service - Bundled Base
B92758/B92802	MCS - Oracle Managed Database as a Service - Managed Database
B93166/B93487	MCS – Oracle Managed Database as a Service – Managed Pluggable Database
B87511	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day
B87513	Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle will provide Managed Database as a Service services (the “Managed DBaaS Services”) for Oracle’s database software executing with Oracle Database as a Service ("DBaaS") on Oracle Cloud Infrastructure ("OCI") for which You have separately purchased a subscription (“Your Subscription”). The Managed DBaaS Services are available only for Your Subscription and are deployed for the number and type of databases identified in the Managed Services Exhibit (the “Managed DB Environments”).

Oracle will:

1. Provision and configure the Managed DB Environments.
2. Apply routine patches and updates of the compute node for bare metal (“BM”) configurations and compute node user domain DomU for virtual machine (“VM”) configurations in accordance with the Service Maximums Table below or at Oracle’s sole discretion for events associated with critical or urgent business requirements.
3. Use the assigned Oracle Cloud Administrator roles and privileges to provide the Managed DBaaS Services for the Managed DB Environments as described in the *Appendix 1: Oracle Managed Services Delivery Policies*.
    a. Oracle Managed Services Security Policy for Oracle Database as a Service programs.
    b. Oracle Managed Services Access Management Policy, including managing administrative access for Your Subscription using the Oracle Cloud Administrator role that includes the following activities/tasks in accordance with the Service Maximums Table below:
        i. Setting up new users and application privileges for each Managed DB Environment;
        ii. Administration (adding, removing, and changing) of users and application privileges for each Managed DB Environments.

c. Oracle Managed Services Change Management Policy, including the following activities/tasks upon Your request in accordance with the Service Maximums Table below or at Oracle's sole discretion for events associated with critical or urgent business requirements:

   i. Installation, configuration, and administration of the Oracle Database as a Service software components and the Managed DB Environments;

   ii. Changes to existing configurations of the Managed DB Services and database connections;

   iii. Scaling or bursting (BM only) of the compute capacity for Your Managed DB Environments.

   iv. Installation of software patches which repair or modify existing functionality or maintain alignment with current business requirements.

d. Oracle Managed Services Release Management Policy, including planning of quarterly updates to the Oracle Database as a Service and associated Oracle software that are intended to improve performance, security, availability, stability, manageability and/or regulatory compliance. Bundled changes and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the Service Maximums table.

e. Oracle Managed Services Incident and Problem Management Policy, including response to and resolution of individual incidents, associated Service Request ("SR") tracking, problem identification, and Root Cause Analysis.

f. Oracle Managed Services Service Monitoring Policy, using monitoring features that are made available as part of the Managed DBaaS Services to monitor the Managed DB Environments, including automated health checks.

g. Oracle Managed Services Capacity Management and Performance Advisory Policy

h. Oracle Managed Services Service Continuity Policy, including (i) weekly full and daily incremental backups and (ii) retention of archive logs for 30 days, limited to Production Environments and Production Support Environments, and requiring object storage for backups provided by You, which is usually 7 times the amount of database storage in use.

i. Oracle Managed Services Continual Service Improvement Policy

j. Oracle Managed Services Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the Managed DBaaS Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Service Availability	99.5%	<99.5%	10%
Performance Against Service Description	Performance of the Managed DBaaS Services in accordance with this Service Description	As described in this Service Description	As indicated below

Service Availability Service Level

The Service Availability Service Level consists of the measurement of the percentage of time that the individual Managed DB Environments is available for access and use by You to conduct production business operations ("Production Environments"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}}\right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by Managed DB Service failures of a Production Managed DB Environments shall be used to calculate Oracle's monthly performance against the Managed DB Environments Availability Service Level.

Incidents for which the root cause is subject to exclusion per the Delivery Policies or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Availability calculation. A Production Environments must have at least one associated Production Support Environment for service level credits to be applicable.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Service Availability Service Level in connection with the Managed DBaaS Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

Service Maximums

The Managed DBaaS Services are subject to the following constraints ("Service Maximums").

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type	Quantity/Frequency		
	1-9 Databases	10-20 Databases	20+ Databases
Patching requests per month	One	Two	Up to four
Scaling and bursting (BM only) requests per month	One	Two	Up to four
Change and configuration administration tasks per month	Up to four (4)	Up to ten (10)	Up to sixteen (16)
User access and privilege configuration and administration tasks per month	Up to four (4)	Up to ten (10)	Up to sixteen (16)
RAC	VM only (included with Extreme Performance OCPU subscription or a sufficient number of Customer provided RAC licenses)		
Database Encryption	• Initial Transparent Data Encryption (TDE) configuration • One (1) key rotation per year for TDE databases (Keys are maintained in Oracle Wallet)		
Service Plan Update & Service Request Review Frequency	Quarterly		
Account & Service Review Frequency	Annually		
Availability Plan Frequency	Annually		

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Database as a Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS - Oracle Managed Database as a Service – Bundled Base (part #B92801) purchase and maintain for the duration of the Managed DBaaS Services one or more of the following services (the "Pre-requisite Service"):

a. The following:

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base
B90622	MCS - Oracle Managed Application Cloud - Base
B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud - Base
B92489/B92706	MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack
B92476/B92670	MCS - Oracle Managed Integration Cloud – Standard Base

b. Any service/part number described by the following service descriptions within this *Oracle Managed Services Service Description* document.

- MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, the Delivery Policies, and this Service Description.
3. Procure and maintain for the duration of the Managed DBaaS Services adequate capacity for the performance of the Managed DBaaS Services and Your Subscription.
4. Perform all required end-2-end testing to validate that the Managed DBaaS Service platform is configured securely and correctly.
5. Separately purchase services to migrate content to the Managed DB Environments, if required and subject to additional fees.
6. Develop applications and application logic.
7. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
8. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed DB Environments.
9. Separately purchase upgrades for the database software subject to additional fees.

Service Assumptions

1. The Managed DBaaS Services are available only on Oracle Cloud infrastructure (OCI) or newer (specifically excluding Oracle Cloud Infrastructure Classic or OCI-C).
2. The Managed DBaaS Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Enterprise Application Cloud

Part #	Service Offering
B92577/B92630	MCS – Oracle Managed Enterprise Application Cloud - Base
B92633	MCS – Oracle Managed Enterprise Application Cloud – Base, Configurable

Description of Services

Oracle will provide the following services for one (1) or more Oracle enterprise application(s) (the "Oracle Managed Applications") on Oracle Cloud Infrastructure in accordance with the Service Maximums table of this Service Description (the "MEAC Services"):

1. Provide the MEAC Services for each Oracle Managed Application that resides in Your Production Environment, Production Support Environment, Non-Production Environments, DR Environment, Pristine Environment, and/or DEMO Environment, in accordance with the Service Maximums table.
2. Provide the MEAC Services for additional Non-Production Environments, DR Environments, Pristine Environments, and/or DEMO Environments, in accordance with the Service Maximums table.
3. Provision and manage the services required to run the environments for the Oracle Managed Applications hosted on OCI for which You have separately purchased a subscription ("Your Subscription") and in accordance with the Service Maximums below.
4. Manage the Oracle Technology Stack in accordance with the Oracle Managed Cloud Minimum Architecture Guidelines (available at https://support.oracle.com by searching on Document ID 784630.1) and as required to support Your Third Party Programs integrated with Your Oracle Managed Application environment, and/or other additional shared services required for the Oracle Managed Application.
5. Provide up to the number of vulnerability assessment scans, identified in the Service Maximums table, of the virtual machines and database systems for the Production Environment and Production Support Environment of one (1) Oracle Managed Application identified by You as follows:
    a. Implement external and internal security vulnerability scans of the virtual machines and database systems for the Production Environment and Production Support Environment (the "Vulnerability Scan").
    b. Deliver a scan report based on the Vulnerability Scans identified in the previous bullet 5.a., in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
6. Provide the services as described in the following sections of Appendix 1: Oracle Managed Services Delivery Policies:
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy
    c. Oracle Managed Services Change Management Policy
    d. Oracle Managed Services Configuration Management Policy

e. Oracle Managed Services Release Management Policy, including the following:

Periodic Maintenance Plan (PMP) at the following intervals:

Maximum Interval between Installations	Services
Weekly	• Mandatory or emergency patching
Quarterly	• Legislative updates • Critical Patch Updates
Semi-Annual	• Technology Stack updates • Application patch sets that do not affect functionality • Continuous Innovation ("CI") updates [1,2] • Implementation of system assessment recommendations

[1] Applicable for Application Unlimited program versions that qualify as Innovation Release (refer to the Oracle Lifetime Support Policy for current CI Release versions)
[2] The current applied CI update must be under Error Correction Support

7. Oracle Managed Services Incident and Problem Management Policy
8. Oracle Managed Services Monitoring Policy
9. Oracle Pulse
10. Oracle Managed Services Capacity Management and Performance Advisory Policy
11. Oracle Managed Services Continuity Policy, including daily backups and retention of archive logs for 30 days, limited to Production and Production Support Environments.
12. Oracle Managed Services Continual Service Improvement Policy
13. Oracle Managed Services Enhanced Recovery Policy
14. Oracle Managed Services Decommission Policy
15. Oracle Managed Services Service level and Availability Management Policy, including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly fees for the MEAC Services to be credited based on the credit criteria.

  Oracle will provide the applicable Application Availability Service Level Target in accordance with the Managed Services Exhibit, if applicable.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
	99.5%	>=99.0% and < 99.5%	2%

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Application Availability		<99.0%	5%
Application High Availability[1]	99.7%[1]	>=99.0% and < 99.7%	2%
		<99.0%	5%
Service Request Resolution Time Severity Level 1	▪ 4 hours (Unplanned Outage caused by infrastructure and/or component) ▪ 24 hours (Service Interruption (functional failure))	<90% of SRs resolved within target	3%
Service Request Resolution Time Severity Level 2	96 hours	<90% of SRs resolved within target	2%
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Requires deployment of additional OCI components in accordance with the *Managed Enterprise Application Cloud Minimum Architecture Requirements*

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the MEAC Services for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the fees paid for the MEAC Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Application Availability Service Level in connection with the MEAC Services provided in such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the MEAC Services provided in such month.

Service Maximums:

The MEAC Services are subject to the following constraints (the "Service Maximums").

Changes to Service Maximums for part # B92633 – MCS – Oracle Managed Enterprise Application Cloud, Base Configurable will be documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type		Quantity/Frequency
Oracle Managed Applications		Oracle E-Business Suite, Siebel CRM, Oracle Hyperion, PeopleSoft, J.D. Edwards EnterpriseOne, Oracle Business Intelligence – Enterprise Edition (OBIEE), Oracle Transportation Management, Oracle Value Chain Planning
OCPU (Compute and Database Systems)		Up to 30 OCPUs
Storage (Block and File System)		Up to 3,200 GB of storage
Database		VM Database Systems or Exadata Cloud Service
Compute		VM Compute
Number of RAC Nodes		Up to 2
Refresh data from the Production Environment		Once per month
Service Plan Update & Service Request Review Frequency		Quarterly
Account & Service Review Frequency		Quarterly
Availability Plan Frequency		Annually
Enhanced Recovery Services	RPO	1 hour (24 hours for Oracle Hyperion or OBIEE with Essbase)
	RTO	12 hours (24 hours for Oracle Hyperion or OBIEE with Essbase)
	Testing Frequency	Annual
Vulnerability Scans		4 per year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Identify the Oracle Managed Applications, in accordance with the Service Maximums table.
2. Procure and maintain for the duration of the MEAC Services the Oracle Cloud Infrastructure components as determined by Oracle and documented in the *Managed Enterprise Application Cloud Minimum Architecture Requirements* (available at https://support.oracle.com by searching on Document ID 784630.1) to provide adequate computing capacity for the performance of the Oracle Programs associated with the MEAC Services, including any required shared services.

3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Delivery Policies, and this Service Description.
4. Be responsible for release management, configuration management, performance management, Incident and Problem management for all CEMLIs in the Services Environments.
5. Manage access and application responsibility privileges of all End Users of the Oracle Managed Applications and Third-Party Programs integrated with Your Oracle Managed Applications environment(s).
6. Acknowledge that (i) You have separately acquired and will continue to maintain for the duration of the MEAC Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for the Oracle Managed Applications and any other necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
7. Procure and maintain for the duration of the MEAC Services, the quantity of licenses for the Oracle Database and/or subscription to Virtual Machine Database Systems or Exadata Cloud Service required to deliver the MEAC Services.
8. Perform post Refresh activities for the Oracle Managed Applications and Third-Party Software following a Refresh.
9. Provision and manage Your Third-Party Software other than Co-resident Third Party Programs integrated with Your Oracle Managed Applications environment(s), including the performance of such Third-Party Software.

Service Assumptions

1. Oracle will provide recommendations regarding sizing of Your Environments in accordance with the *Managed Enterprise Application Cloud Minimum Architecture Requirements* (available at https://support.oracle.com by searching on Document ID 784630.1) as required for Oracle to deliver the MEAC Services.
2. The MEAC Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Enterprise Application Cloud – Additional Managed OCPU or Storage

Part #	Service Offering
B92578/B92631	MCS - Oracle Managed Enterprise Application Cloud – Additional Managed OCPU
B92634	MCS - Oracle Managed Enterprise Application Cloud – Additional Managed OCPU, Configurable
B92579/B92632	MCS - Oracle Managed Enterprise Application Cloud – Additional Managed Storage
B92635	MCS - Oracle Managed Enterprise Application Cloud – Additional Managed Storage, Configurable

Description of Services

Oracle will provide the following Oracle Managed Enterprise Application Cloud – Additional Managed OCPU or Storage services (the "Services"):

1. Add Oracle managed compute B92578 – Oracle Managed Enterprise Application Cloud, Additional Managed OCPU or Oracle Managed storage B92579 – Oracle Managed Enterprise Application Cloud, Additional Managed Storage, separately purchased by You, to the Services Environment in accordance with and to supplement the established maximums of one of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B92577/B92630	MCS – Oracle Managed Enterprise Application Cloud – Base

The added compute and/or storage subject to the Service Maximums table below, may be used for activities to maintain required application architecture of the Services Environment, including, but not limited to the following:

i. scale or burst the Pre-Requisite Service;

ii. provision additional non-production environments; and

iii. provision additional required middleware, such as SOA for Oracle E-Business Suite, Third Party Software integrated with Your application environment, and/or other additional shared services.

2. Provide architecture sizing guidelines to assist you with planning future architecture needs.
3. Service Level and availability management as described in the Service Description for the Pre-Requisite Service.
   a. For purposes of calculating Service Levels, the monthly fees for the Services shall be added to the monthly fees defined in the Service Description for the Pre-Requisite Service.

Service Maximums

The Services are subject to the following constraints (the "Service Maximums").

Service Maximums

Type	Quantity/Frequency Part # B92578/B92631	Quantity/Frequency Part # B92579/B92632
Usage Unit	1 OCPU	200 GB (Block or File System)

Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-Requisite Service.
2. Purchase the additional quantities of Oracle Cloud Infrastructure components in accordance with *Managed Enterprise Application Cloud Minimum Architecture Requirements* (available at https://support.oracle.com by searching on Document ID 784630.1).
3. Acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, including availability of security patch updates (SPUs) and/or critical patch updates (CPUs), for necessary Oracle programs, including those for which the Managed Services are provided, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, including availability of security updates, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
4. Procure and maintain for the duration of the Services, the quantity of licenses for the Oracle Database and/or subscription to Virtual Machine Database Systems or Exadata Cloud Service required to deliver the Services.

Service Assumptions

1. Oracle will provide recommendations regarding sizing of Your Environments in accordance with the *Managed Enterprise Application Cloud Minimum Architecture Requirements* (available at https://support.oracle.com by searching on Document ID 784630.1) as required for Oracle to deliver the Services.
2. The Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Exadata Database Cloud Service

Part #:	Service Offering
B92706/B92489	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Standard Base per Rack
B92707/B92490	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Bundled Base per Rack
B92708/B92491	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Cluster
B92709/B94152	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Managed Pluggable Database
B93483/B93643	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Standard Base per Rack
B93484/B93644	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Bundled Base per Rack
B93485/B93645	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Cluster
B93486/B93646	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Managed Pluggable Database
B87511	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day
B87513	Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle will provide the following Oracle Managed Exadata Database Cloud Service (the "Exa DB Services") for the Oracle's database software executing with Oracle Database Exadata Cloud (ExaDB) Service on Oracle Cloud Infrastructure (ExaCS) or on Cloud at Customer (ExaCC) for which You have separately purchased a subscription ("Your Subscription"). The Exa DB Services are available only for the Exadata physical racks, VM clusters, and Pluggable Databases (PDBs) identified in the Managed Services Exhibit for Your Subscription (the "Managed Exa DB Environments"):

1. Provision and configure the Managed Exa DB Environments with network connectivity in accordance with the Managed Services Exhibit and the Service Maximums table.
2. Apply routine patches and updates of the compute node user domain (DomU).
3. Use the assigned Oracle Cloud Administrator roles and privileges to provide the Exa DB Services as described in the following Sections of *Exhibit 1: Oracle Managed Services Delivery Policies*:
    a. Oracle Managed Services Security Policy for Exa DB Services programs and Co-resident Third Party Programs.
    b. Oracle Managed Services Access Management Policy, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Maintenance Frequency Table below:
        i. Setting up new users and application privileges for each Exa DB Environment.
        ii. Administration (adding, removing, and changing) of users and application privileges for each Exa DB Environment
    c. Oracle Managed Services Change Management Policy, consisting of the following activities/tasks upon Your request in accordance with the Service Maximums Table below or at Oracle's sole discretion for events associated with critical or urgent business requirements:

i. Installation, configuration, and administration of the Exa DB Services software components and the Exa DB Environments

ii. Change tasks to existing configurations of the Exa DB Services and database connections

iii. Scaling or bursting of the compute capacity for Your Exa DB Environment.

iv. Installation of software patches which repair or modify existing functionality or maintain alignment with current business requirements.

v. Configure and monitor database High Availability ("HA") components.

d. Oracle Managed Services Configuration Management Policy, including networking, platform, user, and task configurations in accordance with the Frequency Table.

e. Oracle Managed Services Release Management Policy, consisting of planning deployments of quarterly updates to the Exa DB Services and associated Oracle software that are intended to improve performance, security, availability, stability, manageability, or regulatory compliance. Bundled task and configuration changes may be deployed during maintenance windows requested by You and subject to the constraints identified in the Service Maximums table.

f. Oracle Managed Services Incident and Problem Management Policy, consisting of response and resolution of individual incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis.

g. Oracle Managed Services Monitoring Policy, using monitoring features that are made available a part of the Exa DB Services.

h. Oracle Managed Services Capacity Management and Performance Advisory Policy for Your Subscription.

i. Oracle Managed Services Continuity Policy, including (i) weekly full and daily incremental backups and (ii) retention of archive logs for 30 days, limited to Production Environments and Production Support Environments, and requiring object storage for backups provided by You, which is usually 7 times the amount of database storage in use.

j. Oracle Managed Services Continual Service Improvement Policy

k. Oracle Managed Services Service level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the EXA DB Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Platform Availability	99.5%	<99.5%	10%
	99.7%[1]	<99.7%	
Performance Against Service Description	Performance of the Exa DB Services in accordance with this section	As described in this Service Description	As indicated below

[1] Requires deployment on RAC at a primary and secondary data center and Oracle Database Exadata Cloud Service – Extreme Performance Edition with Oracle Active DataGuard

Platform Availability Service Level

The Platform Availability Service Level consists of the measurement of the percentage of time that the individual Managed Exa DB Environment is available for access and use by You to conduct production business operations ("Production Exa DB Environment"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\left[\begin{array}{l}\text{Total minutes in a calendar month x number of Production Exa DB Environments} \\ \text{- Sum of Unplanned Outage (caused by Exa DB Service failure)} \\ \text{minutes measured for each Production Exa DB Environment in such month}\end{array}\right]}{\text{Total minutes in the calendar month x number of Production Exa DB Environments}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by Exa DB Services failures of a Production Exa DB Environment shall be used to calculate Oracle's monthly performance against the Exa DB Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per Oracle Managed Services Delivery Policies or that occur in a Production Exa DB Environment during a Stabilization Period shall not be included in the Exa DB Environment Availability calculation. A Production Exa DB Environment must have at least one associated Production Support Environment for service level credits to be applicable.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the specific Service for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Exa DB Environment Availability Service Level in connection with the Exa DB Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Exa DB Services for the month in which the Service Level Credit accrued.

Service Maximums

The Exa DB Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency		
	< 10 PDBs	>=11 and <50 PDBs	> 51 PDBs
Scaling requests per month	One (1)	Two (2)	Four (4)
Patching requests	One per quarter for each DomU + PDB		
High availability (HA) and Disaster Recovery (DR) Configuration	Two (2) per contract year		
Deployment Configuration	Single or multiple instance(s), non-clustered or clustered		
RAC	Included (with Enterprise Edition Extreme Performance Subscription or Oracle Active Data Guard (ADG) license for bring your own license (BYOL) Oracle Maximum Availability Architecture (Oracle MAA))		
Database Encryption	• Initial Transparent Data Encryption (TDE) configuration and Oracle Wallet configuration • One (1) key rotation per year for TDE databases (Keys are maintained in Oracle Wallet)		
Service Plan Update & Service Request Review Frequency	Quarterly		
Account & Service Review Frequency	Annual		
Availability Plan Frequency	Annual		

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Exadata Database Cloud Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS - Oracle Managed Oracle Exadata Database Cloud Service – ExaCS Bundled Base per Rack (part # B92707/B92490) and ExaCC Bundled Base per Rack (part # B93484/B93644) purchase and maintain for the duration of the Exa DB Services one or more of the following services (the "Pre-requisite Service"):

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base
B90622	MCS - Oracle Managed Application Cloud - Base
B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud - Base
B92476/B92670	MCS - Oracle Managed Integration Cloud – Standard Base

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, *Oracle Managed Services Delivery Policies*, and this service description.
3. Procure and maintain for the duration of the Exa DB Services adequate capacity for the performance of the Exa DB Services and Your Subscription.
4. Perform all required end-2-end testing to validate that the Exa DB Service platform is configured securely, and correctly.
5. Separately purchase services to migrate content to the Managed Exa DB Environments, if required and subject to additional fees.
6. Develop applications and application logic.
7. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
8. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed Exa DB Environments.
9. Separately purchase upgrades for the database software subject to additional fees.

Service Assumptions

1. The Exa DB Services are available only on Oracle Cloud Infrastructure (OCI) or newer (specifically excluding Oracle Cloud Infrastructure Classic or OCI-C).
2. The Exa DB Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed IaaS Service for Oracle Cloud Infrastructure

Part #:	Service Offering
B90834/B92331	MCS - Oracle Managed IaaS Service – Standard Base
B90836/B92330	MCS - Oracle Managed IaaS Service – OCPU
B90835/B92329	MCS - Oracle Managed IaaS Service – Bundled Base
B90991	MCS - Oracle Managed IaaS Service, Custom
B87499	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager I - IaaS - Day
B87500	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - IaaS - Day
B87501	Oracle Supplemental Resource for Oracle Cloud: Advanced Support Engineer - IaaS - Day
B87502	Oracle Supplemental Resource for Oracle Cloud: Sr Advanced Support Engineer - IaaS - Day
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I I - Day

Description of Services

Oracle will provide the following Oracle Managed IaaS Service on Oracle Cloud Infrastructure services (the "Services") for virtual machines, operating systems, virtual cloud networking, and any related services or software included with Your separately purchased Oracle Infrastructure as a Service subscription ("Your Subscription"):

1. Provision and manage guest virtual machines ("Guest VMs") and associated operating systems ("OS"), including, but not limited to, compute and storage, memory, and network connectivity, as applicable.
2. Make changes to the Guest VMs upon Your request ("Guest VM Provisioning Requests"), in accordance with the Service Maximums table (Service Maximums) below.
3. Provide the Services for the Guest VMs and associated OS as described in the following Sections of *Appendix 1: Oracle Managed Services Delivery Policies*.
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy, consisting of management and control of access to infrastructure accounts, including OS accounts, providing administrative access where applicable, and creating and managing compartments in accordance with the Periodic Maintenance Plan table in Section A.3.e below.
    c. Oracle Managed Services Change Management Policy, consisting of the following:

i. Installation and/or configuration of Oracle infrastructure software, including software required to provision operating system images using an Oracle Cloud Infrastructure (OCI) image.

ii. Infrastructure and OS patches which repair or modify existing functionality or maintain currency alignment with business requirements ("Patch Application Requests"). Patch Application Requests may be applied during the maintenance windows specified in the Periodic Maintenance Plan table or, at Oracle's sole discretion for events associated with critical or urgent business requirements. The number of Patch Application Requests may not exceed the quantity specified in the Service Maximums table.

d. Oracle Managed Services Configuration Management Policy, including networking, virtual machine, and operating system configurations, in accordance with the Periodic Maintenance Plan table.

e. Oracle Managed Services Release Management Policy, consisting of planning deployments of Guest VMs, networking, and operating system updates that are intended to improve performance, security, availability, stability, manageability, or regulatory compliance. Bundled updates are deployed during maintenance windows at a frequency based on the quantity of MCS - Oracle Managed IaaS Service – OCPU (part # B90836) purchased by You, as indicated in the following Periodic Maintenance Plan table.

Periodic Maintenance Plan

	Maximum Available Maintenance Window Frequency		
	Quantity of MCS - Oracle Managed IaaS Service – OCPU (Part # B90836)		
Maintenance Window	< 50	>=50 and <200	>=200
Change Management	2 per month	5 per month	8 per month
Access Management	2 per month	5 per month	8 per month
OS Configuration	2 per month	5 per month	8 per month
Network Configuration	2 per month	5 per month	8 per month

f. Oracle Managed Services Incident and Problem Management Policy, consisting of response and resolution of individual incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis.

g. Oracle Managed Services Monitoring Policy, consisting of Guest VM monitoring, including networking, virtual machines, and operating systems.

h. Oracle Managed Services Capacity Management and Performance Advisory Policy for Your Subscription.

i. Oracle Managed Services Continuity Policy, consisting of VM image backup ("VM Image Backup") and volume level restore of the VM image from backup ("VM Image Restore") in accordance with the Service Maximums table.

j. Oracle Managed Services Continual Service Improvement Policy

k. Oracle Managed Services Service level and Availability Management Policy, excluding Application Availability, and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Infrastructure Availability	99.5%	<99.5%	10%
Service Request Resolution Time	4 hours (Unplanned Outage caused by infrastructure and/or component)	<90% of SRs resolved within target	3%
Performance Against Service Description	Performance of the Services in accordance with this section	As described in this Service Description	As indicated below

Infrastructure Availability Service Level

The Infrastructure Availability Service Level consists of the measurement of the percentage of time that the Guest VMs are available for access and use by You to conduct production business operations ("Production Guest VMs"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Guest VMs) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Guest VMs in such month]}}{\text{Total minutes in the calendar month x number of Production Guest VMs}} \right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Guest VM shall be used to calculate Oracle's monthly performance against the Infrastructure Availability Service Level.

Incidents for which the root cause is subject to exclusion per Appendix 1 (Oracle Managed Services Delivery Policies) or that occur in a Production Guest VM environment during a Stabilization Period shall not be included in the Infrastructure Availability calculation.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the Infrastructure Availability Service Level MINUS any Service Level Credit

earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Patch Application Requests	One (1) per month for each VM provided with Your Subscription
Guest VM Provisioning Requests	Up to five (5) per month for every ten (10) MCS - Oracle Managed IaaS Service – OCPUs (Part # B90836) purchased by You
VM Image Backup	Weekly
VM Image Backup Retention Period	30 days
VM Image Restore	One (1) per month for every ten (10) MCS - Oracle Managed IaaS Service – OCPUs (Part # B90836) purchased by You
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed IaaS Services*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS - Oracle Managed IaaS Service – Bundled Base service (part #B90835), purchase and maintain for the duration of the Services one or more of the following services (the "Pre-requisite Service"):

   a. The following:

Part #	Service Offering
B88441	MCS – Managed SOA Cloud Service, Custom
B92479/B92697	MCS – Oracle Managed Analytics Cloud – Standard Base
B90622	MCS - Oracle Managed Application Cloud - Base
B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92800	MCS – Oracle Managed Database as a Service – Standard Base
B92577	MCS – Oracle Managed Enterprise Application Cloud - Base
B92489/B92706	MCS – Oracle Managed Exadata Database Cloud Service – Standard Base per rack
B92476/B92670	MCS – Oracle Managed Integration Cloud Service – Standard Base
B95225/B95253	MCS – Oracle Managed WebLogic Server – Standard Base

   b. Any service/part number described by the following service descriptions within this *Oracle Managed Services Service Description* document

      i. MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services

      ii. Oracle Managed Services IaaS and PaaS Services

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1 (Oracle Managed Services Delivery Policies), and this service description.
3. Procure and maintain for the duration of the Services: adequate compute, storage, and networking capacity, and an Oracle Infrastructure as a Service subscription.
4. Procure and maintain for the duration of the Services the amount of object storage required for VM Image Backup, retention of VM Image Backups, and VM Image Restore.
5. Use the access privileges provided by Oracle to install and manage Your applications.
6. Be responsible for provisioning and managing Third Party Software other than Co-resident Third Party Programs, including the performance of such Third Party Software.
7. Acknowledge that operating system major release upgrades are not included in the Services and that You must separately purchase such services.

Service Assumptions

1. The Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Integration Cloud Service

Part #:	Service Offering
B92475/B92669	MCS - Oracle Managed Integration Cloud Service - Bundled Base
B92476/B92670	MCS - Oracle Managed Integration Cloud Service - Standard Base
B92477/B92671	MCS - Oracle Managed Integration Cloud Service - Hosted Environment
B87511	Oracle Supplemental Resource for Oracle Cloud: Technical Account Manager II - PaaS - Day
B87513	Oracle Supplemental Resource for Oracle Cloud: Senior Advanced Support Engineer - PaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle will provide the following Oracle Managed Integration Cloud Service (the "OIC Services") for the Oracle Integration Cloud (OIC) Service for which You have separately purchased a subscription ("Your Subscription")and for the number of hosted environments identified in Your order (the "Managed OIC Environments") in accordance with the Service Maximums table below:

1. Provision each Managed OIC Environment with standard administrative users and integration instances.
2. Provision virtual machines ("VMs") with OIC agents, if required, and manage the OIC agents. Management of the VMs may be provided under the Oracle Managed IaaS Service separately purchased by You.
3. If you have separately purchased Autonomous Transaction Processing ("ATP") or Database Cloud Service ("DBCS"), provision and enable Visual Builder and File Server for the Oracle Integration instance.
4. Configure each Managed OIC Environment with custom end points and connectivity of agents, upload and install certificates on connectivity agent machines and restrict instance access and File Server access based on requirements provided by You.
5. Provision users, user groups and policies, and assign integration roles based on requirements submitted by You.
6. Provide start/stop services for Production Environments and Non-Production Environments.
7. Resize the Managed OIC Environments (scale up/down) as requested by You via an RFC.
8. Backup and restore OIC agents in accordance with the Maintenance Frequency table below.
9. Patch the agent machines in accordance with the Maintenance Frequency Table below.
10. Monitor the integration instance URLs and agent machines.
11. Use the assigned Oracle Cloud Administrator roles and privileges to provide the OIC Services as described in the following Sections of *Appendix 1: Oracle Managed Services Delivery Policies*:
    a. Oracle Managed Services Security Policy for OIC Service programs.
    b. Oracle Managed Services Access Management Policy, consisting of managing administrative access for Your Subscription using the Oracle Cloud Administrator role, including the following activities/tasks in accordance with the Frequency Table below:

i. Add, remove, and change administrative users, groups, and policies for each OIC Environment.

Maintenance Frequency Table

Activity/Task	Quantity/Frequency
User Access Administration	Up to 5 times per month
Scale up / Scale down	Twice per month
Agent machine backup	Twice Daily backup retained for 30 days
Agent machine Patching	Once per Quarter

c. Oracle Managed Services Incident and Problem Management Policy, consisting of response and resolution of individual incidents related to OIC agents and agent machines managed by Oracle, and associated SR tracking and routing to proper resolution queues.

d. Oracle Managed Services Capacity Management and Performance Advisory Policy for Your Subscription.

e. Oracle Managed Services Continual Service Improvement Policy

f. Oracle Managed Services Service level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the OIC Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
OIC Environment Availability	99.5%	<99.5%	10%
Performance Against Service Description	Performance of the OIC Services in accordance with this section	As described in this Service Description	As indicated below

Oracle OIC Environment Availability Service Level

The OIC Environment Availability Service Level consists of the measurement of the percentage of time that the individual Managed OIC Environment is available for access and use by You to conduct production business operations ("Production OIC Environment"), and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of Production OIC Environments - Sum of Unplanned Outage (caused by OIC Service failure) minutes measured for each Production OIC Environment in such month]}}{\text{Total minutes in the calendar month x number of Production OIC Environments}}\right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by OIC Service failures of a Production OIC Environment shall be used to calculate Oracle's monthly performance against the OIC Environment Availability Service Level.

Incidents for which the root cause is subject to exclusion per *Oracle Managed Services Delivery Policies* or that occur in a Production OIC Environment during a Stabilization Period shall not be included in the OIC Environment Availability calculation. A Production OIC Environment must have at least one associated Production Support Environment for service level credits to be applicable.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the OIC Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the OIC Environment Availability Service Level in connection with the OIC Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the OIC Services for the month in which the Service Level Credit accrued.

Service Maximums

The OIC Services are subject to the following constraints ("Service Maximums").

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Type	Quantity/Frequency
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed Integration Cloud Service*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:

a. Issue reproduction
b. Constructing a reproducible test case
c. Guidance related to potential workarounds
d. Guidance related to recommendations documented in the SR

3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS - Oracle Managed Oracle Integration Cloud Service – Bundled Base (part # B92475/B92669), purchase and maintain for the duration of the OIC Services one or more of the following services (the "Pre-requisite Service"):
   a. The following:

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base
B90622	MCS - Oracle Managed Application Cloud - Base
B94237/B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92756/B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92577/92630	MCS - Oracle Managed Enterprise Application Cloud - Base
B92489/B92706	MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack
B95225/B95253	MCS – Oracle Managed WebLogic Server – Standard Base

   b. Any service/part number described by the MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Services service description within this Oracle Managed Services Service Description document.

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Oracle Managed Services Delivery Policies, and this service description.
3. Procure and maintain for the duration of the OIC Services adequate capacity for the performance of the OIC Services and Your Subscription.
4. Follow the Oracle Managed Services Minimum Architecture Guidelines (available at https://support.oracle.com by searching on Document ID 784630.1).
5. Be responsible for making necessary network changes as required for the OIC Services.
6. Allow Oracle Enterprise Manager Ops Center instance to monitor the Managed OIC Environment(s).
7. Perform all required end-2-end testing to validate that the OIC Service platform is configured securely, and correctly.
8. Separately purchase services to migrate content to the Managed OIC Environments, if required and subject to additional fees.

9. Separately purchase and maintain for the duration of the OIC Services Managed ATP or DBCS required for Visual Builder.
10. For OIC Agent VMs managed by Oracle, separately purchase and maintain for the duration of the OIC Services the Managed IaaS Service to support the OIC Agent deployments.
11. Develop applications and application logic.
12. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
13. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the Managed OIC Environments.
14. Be responsible for managing end user access and application privileges.

Service Assumptions

1. Users are setup and authenticated with Oracle Identity Access Management ("IAM") unless You have separately purchased and maintain for the duration of the OIC Services either MCS - Oracle Managed Identity and Access Management, Standard part # B90044/B90152, or MCS – Oracle Managed Identity and Access Management, Foundation Plus part # B94578.
2. The OIC Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Services Readiness

(formerly known as MCS – Oracle Technology Cloud Transition Advisory Service, Custom)

Part #	Service Offering
B87566	MCS - Oracle Managed Services Readiness, Custom

Description of Services

Oracle Managed Service Readiness (the "Services") is intended to provide You with advisory services to assist with Your transition of Your existing @Oracle or @Customer Environment of Oracle Programs (the "Environment") to, or Your implementation of a new Oracle Program Environment on, Oracle Cloud Infrastructure ("OCI") for which Oracle will provide Managed Services. The Services provided by Oracle consist of the following:

1. Project management advisory assistance for Your activities to transition Your Environment to Oracle Cloud Infrastructure, or for Your setup of a new environment on, Oracle Cloud Infrastructure, for which Oracle will provide Managed Services.
2. Functional ("how to") advisory assistance in support of Your transition of Your Environment to Oracle Cloud Infrastructure.
3. Coordination with Oracle Support in an effort to resolve issues related to Oracle Program functionality that arise in connection with Your transition activities of Your Environment to, or implementation of a new environment on, Oracle Cloud Infrastructure; You must separately acquire and maintain Oracle Support services for the Oracle Programs for the duration of the Services.
4. Working with You in an effort to facilitate resolution of issues identified during User Acceptance Testing and the thirty consecutive calendar day period immediately following Production Go-Live of Your Oracle Managed Environment on Oracle Cloud Infrastructure.

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies and this service description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services. Oracle is not responsible for adverse impacts to the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.
3. Be responsible for Release management, configuration management, performance management, Incident management, and Problem management for all CEMLIs in the environment.
4. Manage the access and application responsibility privileges of all End Users of the Oracle Programs.
5. Initiate, manage, and perform Your transition or implementation project.

Assumptions

1. Oracle is not responsible for adverse impacts to the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.

MCS - Oracle Managed SOA Suite

Part #:	Service Offering
B96631/B96766	MCS - Oracle Managed SOA Suite, Standard Base
B96632/B96767	MCS - Oracle Managed SOA Suite, Bundled Base
B96633/B96768	MCS - Oracle Managed SOA Suite - Managed Hosted Environment
B96634/B96769	MCS - Oracle Managed SOA Suite – Business Activity Monitoring

Description of Services

Oracle will install Oracle SOA Suite on Oracle Cloud Infrastructure ("OCI") for the environment(s) identified in the Managed Services Exhibit (the "SOA Environment(s)) and manage the Oracle SOA Suite software and the associated Fusion Middleware stack in accordance with the Managed Services Exhibit (collectively, the "SOA Services") by performing the following activities:

1. Download the Oracle SOA Suite image from Oracle Cloud Marketplace or install Oracle SOA Suite Enterprise Edition, for which You have separately purchased a license, in Your OCI Tenancy.
2. Provision and configure the SOA Environments, including the required OCI resources, such as compute instances, network and data source connectivity, and processes for monitoring, backup, and recovery.
3. Manage the services required to run the SOA Environments.
4. Manage Your SOA Environments as described in the following sections of the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*:
   a. Oracle Managed Cloud Security Policy
   b. Oracle Managed Cloud Access Management Policy
   c. Oracle Managed Cloud Change Management Policy
   d. Oracle Managed Cloud Configuration Management Policy
   e. Oracle Managed Cloud Release Management Policy, excluding refreshes, and including the following:

Periodic Maintenance Plan (PMP)

Frequency	Service Type
Weekly	• Mandatory or emergency patching
Quarterly	• Security and Critical Patch Updates
Semi-Annual	• Patchsets that support bug fixes

   f. Oracle Managed Cloud Incident and Problem Management Policy.
   g. Oracle Managed Cloud Service Monitoring Policy.
   h. Oracle Managed Cloud Capacity Management and Performance Advisory Policy
   i. Oracle Managed Cloud Service Continuity Policy, including backups retained for 30 days of Your SOA Production and Production Support Environments for file-based restores.
   j. Oracle Managed Cloud Continual Service Improvement Policy

k. Oracle Managed Cloud Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- Service Level Target. The level of performance under the applicable Service Level that Oracle endeavours to achieve on a monthly basis.
- Credit Criteria. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- Service Level Credit %. The percentage of monthly recurring fees paid by You for the SOA Services to be credited based on the credit criteria

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
SOA Suite Availability	99.5%[1]	< 99.5%	10%
	99.7%[2]	< 99.7%	
Performance against this Service Description	Performance of the SOA Services in accordance with this Service Description	As described in the Delivery Policies	As described below

[1] With Oracle SOA Suite Enterprise Edition or Oracle SOA Suite Marketplace Image

[2] With Oracle SOA Suite Enterprise Edition or Oracle SOA Suite Marketplace Image and a minimum of two (2) SOA middle tiers and deployment of Oracle Real Application Cluster (RAC) using Oracle Database Enterprise Edition Extreme Performance.

Availability Service Level

The SOA Suite Availability Service Level consists of the measurement of the percentage of time that the SOA Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of SOA Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each SOA Production Environment in such month]}}{\text{Total minutes in the calendar month x number of SOA Production Environments}}\right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Services Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Performance Against Service Description

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the SOA Services under this Service Description for the month in which the Service Level Credit accrued MINUS

any Service Level Credit calculated under the corresponding Availability Service Level in connection with the SOA Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the SOA Services for the month in which the Service Level Credit accrued.

Your Cooperation and Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For MCS – Oracle Managed SOA Suite, Standard Base (B96631), purchase and/or maintain for the duration of such SOA Services, one or more of the following mandatory bundled database pre-requisite ("Database Bundled Base") services:

Table 1: Database Bundled Base services

Part #	Service Offering
B92757/B92801	MCS - Oracle Managed Database as a Service - Bundled Base
B92707/B92490	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Bundled Base per Rack
B93484/B93644	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Bundled Base per Rack
B95197/B94284	MCS - Oracle Fleet Operations for Autonomous Database - Shared - Bundled Base

2. For MCS - Oracle Managed SOA Suite, Bundled Base (B96632):
   a. purchase and/or maintain for the duration of such SOA Services one or more of the following mandatory standard database pre-requisite ("Database Standard Base") services:

Table 2. Database Standard Base services

Part #	Service Offering
B95196/B94283	MCS - Oracle Fleet Operations for Autonomous Database – Shared – Standard Base
B92756/B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92706/B92489	MCS - Oracle Managed Exadata Database Cloud Service - ExaCS Standard Base per Rack
B93483/B93643	MCS - Oracle Managed Exadata Database Cloud Service - ExaCC Standard Base per Rack

   or

   b. purchase and/or maintain for the duration of such SOA Services one or more of the Database Bundled Base services listed in table 1 above, provided You have purchased and maintain for the duration of such SOA Services, one or more of the following Managed Services:

Table 3.

Part #	Service Offering
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud - Base

Part #	Service Offering
B92476/B92670	MCS - Oracle Managed Integration Cloud – Standard Base
B90834/B92331	MCS - Oracle Managed IaaS Service – Standard Base

3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, the Delivery Policies, and this Service Description.
4. Purchase and maintain for the duration of the SOA Services: (a) adequate Oracle Cloud Infrastructure compute, storage, and network resources; (b) an Oracle Cloud Infrastructure subscription; (c) an Oracle SOA Suite Enterprise Edition license; and/or (d) the pre-requisite services listed above.
5. Be responsible for development and configuration activities, including data sources, repositories, data quality and data migrations.
6. Monitor and troubleshoot Your executions and load plans.
7. Be responsible for functional setups, configurations and maintenance of Oracle SOA Suite composites and Oracle Service Bus objects.
8. Perform end-2-end testing as required to validate that the SOA Services are configured securely and correctly.
9. Be responsible for functional code promotions, including extract, load, and transform (ETL), data loads, and data quality.
10. Test all integrations and patches prior to deployment in the Production Support Environment(s) and Production Environment(s).
11. Provide support and assistance to Oracle as required to perform the assigned Oracle Cloud Administrator roles and privileges.
12. Provide support and documented requirements to Oracle as necessary for Oracle to manage and configure the SOA Environments.

Assumptions

1. The SOA Services are deployed in Your Oracle managed OCI Tenancy in accordance with the Oracle Managed Services Minimum Architecture Guidelines (available at https://support.oracle.com by searching on Document ID 784630.1).
2. The SOA Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Technical Administration Services on OCI

Part #	Service Offering
B92713	MCS – Oracle Managed Technical Administration Services – On OCI

Description of Services

Oracle Managed Technical Administration Services on Oracle Cloud Infrastructure (OCI) consist of the services described herein (the "Tech Admin Services") in accordance with the Managed Services Exhibit, including the following: (a) the specific Oracle Programs subject to the Tech Admin Services (the "Supported Oracle Programs"); (b) the number and type of environments subject to the Tech Admin Services (the "Identified Environments"); (c) the databases subject to the Tech Admin Services (the "Identified Databases"); and (d) the number of SRs related to EnterpriseOne Configurable Network Computing ("CNC") issues if J.D. Edwards is identified as one of the Supported Oracle Programs(the "JDE CNC Support SRs"); and (e) the supported coverage hours for the respective Supported Oracle Programs (the "Support Coverage").

For the purpose of the Tech Admin Services under this Service Description "Supported Programs" refers to both the Supported Oracle Programs and the Identified Databases that reside in the Identified Environments and Operating System.

The Tech Admin Services consist of:

1. A Technical Account Manager ("TAM") that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.
2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Supported Programs and CEMLIs implemented in the Identified Environments ("Identified CEMLIs"); (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (e) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (f) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (g) change management and escalation processes. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit.
3. Incident management of Service Requests ("SRs") related to the Tech Admin Services as submitted by Your level 1 help desk via My Oracle Support or Your ticketing system (the "Request System") in accordance with the Managed Services Exhibit. Each SR must relate only to a single issue.
    a. Acknowledge and manage SRs received from Your help desk.
    b. Assign one of the Severity Levels identified in section 4 below to each SR based on the impact to Your business operations.
    c. Validate SRs and route SRs to the appropriate individual within Oracle.
    d. Coordinate with Your incident management team as required.
    e. Collect system data, such as trace files, log files, and diagnostic information, as necessary to support Incident resolution.
    f. Work on an open SR until one of the following occurs:
        i. The underlying issue has been resolved

ii. A work-around has been implemented

iii. You and Oracle agree to close the SR.

iv. The SR is transferred to another group per the terms of this service description

v. The SR is determined by Oracle to be outside the scope of the Tech Admin Services and transferred back to Your help desk for reassignment to the appropriate team.

g. Monitor progress of SRs and provide status updates throughout the Incident lifecycle.

h. Escalate internally as required in response to urgency and business impact.

i. Validate closure of Incident SRs.

Severity Levels

Severity Level	Severity Level Assignment Definition
Level 1	Critical Business Impact. The problem causes complete loss of service for the Environment. Work cannot reasonably continue, the operation is mission critical to Customer's business, and the situation is an emergency. A Severity Level 1 SR meets one or more of the following criteria resulting in the aforementioned complete loss of service: • Data is corrupted • A crucial function is not available • The system hangs indefinitely, causing unacceptable or indefinite delays for resources or response • System crashes, and crashes repeatedly after restart attempts
Level 2	Significant Business Impact. Incidents that result in part of the Environment being down, causing severe loss of service. No acceptable work-around is available; however, business operations in the Environment can continue to be conducted in a restricted manner.
Level 3	Some Business Impact. The problem causes minor loss of service for the Environment. The impact is an inconvenience, which may require a work around to restore functionality.
Level 4	Minimal Business Impact. The problem causes no loss of use of the Environment. The result is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the system within the Environment.

i. Downgrading Severity Levels: If an SR no longer warrants the Severity Level assigned based on its current impact on Your ability to use the Supported Programs for Your business operations, then the Severity Level will be downgraded to a lower Severity Level that most accurately reflects the current impact.

ii. Upgrading Severity Levels: An SR may be upgraded to a higher Severity Level that most accurately reflects the current impact on Your ability to use the Supported Programs for Your business operations. You must provide Oracle with sufficient information to demonstrate the increased adverse impact of the issue on Your use of the Supported Programs.

4. Problem management activities for unknown root cause of a single Incident or multiple Incidents (a "Problem") to address resolution and avoidance of Problems based on correction of the underlying error in the Identified Environment:

a. Triage, troubleshoot, and address resolution of Problems described in SRs.

b. Complete, submit, and review with You a Root Cause Analysis report for Severity Level 1 Problem SRs that can be readily reproduced.

c. Coordinate with You to facilitate the resolution of the Problem with other appropriate support team(s) or Oracle Support when a technical administration related Problem cannot be resolved by the Technical Administration Service Desk.

5. Change management activities for Supported Programs to reduce risk by (i) ensuring that Changes to the Identified Environments occur via a mutually agreed documented process; and (ii) documenting approvals of and events related to Changes to the Identified Environments.

   a. Install the Supported Programs in the Identified Environments.

   b. Patch the Identified Environments as required to maintain existing functionality.

      i. Minor releases, upgrades, and patches which change the intended functionality of the Supported Programs are not part of the Tech Admin Services. You may purchase such Changes for additional fees.

   c. Analyze, recommend, and install Critical Patch Updates in the Identified Environments.

   d. Promote CEMLIs following instruction submitted by You in an RFC.

   e. Perform tasks that require administrative privileges for the Supported Programs in accordance with the Managed Services Exhibit:

      i. Refreshes

      ii. Backups and Restores

      iii. Space allocation

      iv. Purge routines

      v. Environment configuration changes

      vi. Security administration, including basic access controls

6. Availability management designed to maintain a consistent level of availability for the Identified Environments:

   a. Analyze recurring Unplanned Outages and make recommendations for improvements to the Identified Environments to increase availability.

   b. Coordinate Planned Outages for the Identified Environments.

   c. Monitor the Supported Programs using the monitoring tools identified in the Managed Services Exhibit:

      i. Identify event threshold violations for proactive response.

      ii. Detect and acknowledge Outages and initiate Incident response.

      iii. Upon request, provide historical data such as operating system performance graphs as available

      iv. Provide You with the list of monitored events for each Identified Environment.

7. Capacity management activities related to current and future capacity and performance considerations for the Identified Environments:

   a. For the Supported Programs

      i. Monitor performance metrics and identify capacity issues.

ii. Make configuration Changes as required to maintain performance of the Supported Programs.

8. Service continuity management activities designed to permit recovery of the Supported Programs in the Identified Environments in the event of an Unplanned Outage:
   a. Assist with identifying file system components, including the database code tree and configuration files that require backup.
   b. Provide Restores in accordance with the Managed Services Exhibit.
9. Disaster recovery ("DR") testing activities designed to assist You with DR testing conducted by You once a year for the Disaster Recovery Environments identified in the Managed Services Exhibit, as applicable, limited to the following:
   a. Prepare a plan detailing the scope and success criteria for DR testing (the "DR Test Plan").
   b. Coordinate activities identified in the DR Test Plan.
   c. Create a report summarizing the results of the executed DR Test Plan.
10. Service Level and Availability Management:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Tech Admin Services under this Service Description to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Environment Availability	99.5%	>99.0% and < 99.5%	1.5%
		<=99.0%	2.0%
Service Request Resolution Time for Severity Level 1 SRs	8 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of Service Requests responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Performance Against Service Description	Performance of the Tech Admin Services in accordance with this Tech Admin Services Service Description	As described under Performance Against Service Description	As indicated below

Environment Availability Service Level

The Environment Availability Service Level consists of the measurement of the percentage of time that the Production Environments identified in the Managed Services Exhibit (collectively, the "Production Environments") are available for access and use by You to conduct business operations. Environment Availability is measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{[\text{Total minutes in a calendar month - Unplanned Outages of any of the Production Environment, in minutes, in such month}]}{\text{Total minutes in the calendar month}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages of a Production Environment shall be used to calculate Oracle's monthly performance against the Environment Availability Service Level.

Unplanned Outages that affect multiple Production Environments shall be counted as the number of minutes of the Unplanned Outage; Unplanned Outage minutes are not accumulated across multiple Production Environments.

Incidents for which the root cause is subject to exclusion below or that occur in a Production Environment during a stabilization period shall not be included in the Environment Availability calculation

Service Request Resolution Time Service Level

The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when an SR is entered into the queue in the Request System that is monitored by Oracle.

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the table above and calculated in accordance with the following formula:

$$\left\{ \frac{(\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month})}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \text{x 100}$$

SRs for which the root cause is subject to exclusions below or that occur in a Production Environment during a stabilization period shall not be included in the Service Request Resolution Time calculation.

Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time (during Support Coverage hours) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \text{x100}$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level, MINUS any Service Level Credit calculated under the corresponding Environment Availability Service Level in connection with the Tech Admin Services provided in such month.

Service Level Applicability

The applicability of, and Oracle's obligations with respect to the measurement of, Oracle's performance of Tech Admin Services against the Service Levels, and Service Level Credits for the Environment Availability, Service Request Resolution Time Service Levels, and Service Request Response Time Service Level during the three phases of the Tech Admin Services life cycle is outlined in the following table.

Phase	Applicability of Service Levels and Credits for Environment Availability, Service Request Resolution Time, and Service Request Response Time Service Levels
Prior to Production Go-Live	Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.
Stabilization Period	Service Levels will be measured and reported during a Stabilization Period, but Service Level Credits will not be paid during such period.
Production	Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage; (b) is caused by changes to or failures of either equipment, hardware or Infrastructure component not provided by Oracle as part of the Tech Admin Services, including equipment owned or provided by You, or Oracle Cloud Infrastructure (OCI) for which You have separately purchase as subscription, as applicable; (c) is caused by the Internet, which is outside of Oracle's and Your control; (d) is caused by a force majeure event; (e) is caused by a declared Disaster; (f) results from any software bugs; (g) occurs within a Non-Production Environment; (h) is the result of issues that are not within the scope of the Tech Admin Services; (i) is related to or the direct result of an event or failure which occurred prior to the Effective Date of the Ordering Document (e.g., pre-existing service requests); (j) is the result of any network, power transmission, or telecommunications anomaly; or (k) is the result of any action or inaction on the part of persons or entities not associated with Oracle and the delivery of the Tech Admin Services.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Tech Admin Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and continue to maintain for the duration of the Tech Admin Services required licenses and technical support for the Supported Programs.
2. Maintain the hardware and operating system required to support the Tech Admin Services.
3. Procure and maintain for the duration of the Tech Admin Services the OCI components as required to provide adequate computing capacity for the performance of the Supported Programs associated with the Tech Admin Services, including any shared services.
4. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; and (c) seamlessly transfer SRs between queues as required for triage and routing purposes.

5. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
6. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (d) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (e) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (f) change management and escalation processes.
7. Provide Oracle with necessary user and role access to the Supported Oracle Programs and Identified CEMLIs as required to deliver the Tech Admin Services.
8. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Tech Admin Services.
9. Coordinate with Oracle to conduct incident management, change management and release management activities within the Identified Environments.
10. While an SR is at Severity Level 1, have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions and participate in diagnostics.
11. Provide written approvals through the change management process for installation of changes of fixes in the Identified Environments.
12. Perform all functional regression, unit and User Acceptance Testing for all Changes and resolutions and work arounds provided by Oracle.
13. Identify the Supported Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Tech Admin Services.
14. If Disaster Recovery Environments are part of the Identified Environments manage all aspects of Disaster recovery, including the following:
    a. Disaster recovery planning, setup, monitoring of associated networks, filer replication, service restoration, and ongoing review and monitoring.
15. Agree that Oracle may access Your systems as required for delivery of the Tech Admin Services using an Oracle defined standard virtual private network ("VPN"), multi-protocol label switching ("MPLS") connection, or Oracle Web Conference ("OWC"), and additionally Oracle Cloud log-in credentials and private keys generated as part of Oracle Cloud Infrastructure on Your behalf.

Service Assumptions

1. Throughout the term of the Tech Admin Services, the Supported Programs must be at a current release that is generally available to Oracle's commercial customers.
2. The Tech Admin Services do not include any service that is not explicitly described in this Service Description, such as:
    a. Definition or implementation of business practices
    b. Formal Oracle software training

c. Development or implementation support

d. Disaster recovery services

e. System architecture design or validation

f. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation.

MCS - Oracle Managed WebLogic Server

Part #	Service Offering
B95253	MCS - Oracle Managed WebLogic Server – Standard Base
B95254	MCS - Oracle Managed WebLogic Server – Bundled Base
B95255	MCS - Oracle Managed WebLogic Server – Managed Hosted Environment
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer - Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I - Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II - Day

Description of Services

Oracle will use an image from the Oracle Cloud Marketplace for virtual machines (VM) to install and manage Oracle WebLogic Server for Oracle Cloud Infrastructure (OCI), for which You have separately purchased one of the following subscriptions ("Your WLS Subscription):

a. Oracle WebLogic Server Standard Edition

b. Oracle WebLogic Server Enterprise Edition

c. Oracle WebLogic Suite

Oracle will provide the following services in accordance with the Service Maximums below (the "WLS Services"):

1. Manage Your WebLogic domain for the number of environments identified in the Managed Services Exhibit.
2. Download the WLS Marketplace image in Your OCI tenancy.
3. Perform any pre-provisioning activities related to the following, as applicable:
   a. Remote connectivity, virtual cloud network (VCN) and subnets
   b. Your cloud account, Your OCI tenancy and/or compartment
   c. Key management, resource manager, load balancing
   d. Database systems, WebLogic domains, WebLogic clusters
4. Provision and configure one WebLogic domain per environment, along with any supporting cloud resources, such as compute instances, network, and load balancers.
5. Provision Your WebLogic domain with Java Required Files (JRF) components if You have separately purchased a subscription for a database in OCI as required for a JRF-enabled domain.
6. Manage your WebLogic domain in accordance with the lifecycle management activities described in the following sections of Appendix 1: Oracle Managed Services Delivery Policies.
   a. Oracle Managed Services Security Policy
   b. Oracle Managed Services Access Management Policy
   c. Oracle Managed Services Change Management Policy

d. Oracle Managed Services Configuration Management Policy

e. Oracle Managed Services Release Management Policy

f. Oracle Managed Services Incident and Problem Management Policy

g. Oracle Managed Services Monitoring Policy

h. Oracle Managed Services Capacity Management and Performance Advisory Policy.

i. Oracle Managed Services Continuity Policy

j. Oracle Managed Services Continual Service Improvement Policy.

k. Oracle Managed Services Service Level and Availability Management Policy, excluding Service Request Resolution Time Service Level and including the following:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavours to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid by You for the Services to be credited based on the credit criteria

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Oracle WLS Availability	99.5%[1]	<99.5%	10%
	99.7%[2]	<99.7%	
Performance Against this Service Description	Performance of the Services in accordance with this Service Description	As described in the Delivery Policies	As described below

[1] With Your Subscription of Oracle WebLogic Server Standard Edition, Oracle WebLogic Server Enterprise Edition, or Oracle WebLogic Suite

[2] With Your Subscription of Oracle WebLogic Suite and deployment of Oracle Real Application Cluster (RAC) or Oracle Database Enterprise Edition Extreme Performance

Oracle WLS Availability Service Level

The Oracle WLS Availability Service Level consists of the measurement of the percentage of time that Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis, and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}}\right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by Infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Oracle WLS Availability Service Level.

Incidents for which the root cause is subject to exclusion listed below, or that occur in a Production Environment during a Stabilization Period (as defined in below), shall not be included in the Oracle WLS Availability calculation.

Performance Against Schedule Service Level

The Service Level Credit for Performance Against Schedule Service Level is ten percent (10%) of the total fees paid by You for the WLS Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit earned under the WLS Services Availability Service Level in connection with the WLS Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Oracle Managed Services under the applicable Ordering Document for the month in which the Service Level Credit accrued.

Service Maximums

The WLS Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Patching Requests (excluding security patches)	One (1) patching event per month per WebLogic domain
Security patching	Once per quarter
Shape changes (vertical scaling)	Two (2) per month
High Availability (HA) changes (horizontal scaling)	Two (2) per contract year
Code and artifact promotions	Two (2) per month
Oracle Cloud Infrastructure Key Management	One (1) key rotation per year
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Managed WebLogic Server*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

1. Your Cooperation

    Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

    a. In addition to Your WLS Subscription, procure and maintain for the duration of the WLS Services subscriptions and licenses for one or more of the following, including a database subscription in OCI for JFR-enabled domains:
        i. OCI Block Storage Cloud Service
        ii. OCI Compute Cloud Service
        iii. OCI Load Balancer Service
        iv. OCI Key Management
        v. Oracle Autonomous Data Warehouse
        vi. Oracle Autonomous Transaction Processing
        vii. Oracle Database Exadata Cloud Service
        viii. Oracle Database Cloud Service
    b. For MCS - Oracle Managed WebLogic Server – Bundled Base (part #B95254), purchase and maintain for the duration of the WLS Services one or more of the following services (the “Pre-requisite Service”):

    The following:

Part #	Service Offering
B88441	MCS - Managed SOA Cloud Service, Custom
B90622	MCS - Oracle Managed Application Cloud – Base
B94237/B94410	MCS - Oracle Managed Data Integrator, Standard Base
B92756/B92800	MCS - Oracle Managed Database as a Service - Standard Base
B92577/B92630	MCS - Oracle Managed Enterprise Application Cloud – Base
B92489/B92706	MCS - Oracle Managed Exadata Database Cloud Service – Standard Base Per Rack
B92476/B92670	MCS – Oracle Managed Integration Cloud – Standard Base
B92479/B92697	MCS - Oracle Managed Analytics Cloud Service – Standard Base

    c. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Delivery Policies, and this service description.

d. Use the access privileges provided by Oracle to install and manage Your applications.

e. Provision and maintain Third Party Software other than Co-resident Third Party Programs.

f. Be responsible for the performance of such Third Party Software.

2. Service Assumptions

a. The WLS Services are available only on Oracle Cloud Infrastructure (OCI) or newer (specifically excluding Oracle Cloud Infrastructure Classic or OCI-C).

b. The WLS Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Regression Testing Service for OCI, Configurable

Part #	Service Offering
B92893	MCS – Oracle Regression Testing Service for OCI, Configurable
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day

Description of Services

Oracle will provide Oracle Regression Testing Services for OCI (the "OCI Regression Testing Services") for the Oracle Applications Unlimited programs for which You have purchased OCI Regression Testing Services (the "Supported Programs"). The Supported Programs may include either one or more of the following: (i) Oracle E-Business Suite; (ii) Oracle PeopleSoft; (iii) J.D. Edwards Enterprise One; (iv) Oracle Hyperion; (v) Oracle Database.

Oracle will provide the following activities for the OCI Regression Testing Services in accordance with the Managed Services Exhibit:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the OCI Regression Testing Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; if subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Managed Services Exhibit.
3. Creation of new test scripts or modification of existing test scripts in accordance with the Service Maximums documented in the Managed Services Exhibit.
4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Managed Services Exhibit, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).
5. A compare of the actual results of the executed Regression Test Scripts with expected results.
6. Creation of an operational report upon the completion of each regression testing cycle.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in

furtherance of the services provided under Your order for *Oracle Regression Testing Service for OCI, Configurable*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. (i) Guidance related to recommendations documented in the SR
3. Post go-live stabilization activities
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations for functional and technical configuration changes in an effort to address service utilization and performance
7. Planning and execution of enhancements based on business requirements
8. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
9. Regression Testing planning and execution
10. Account and Service Reviews
11. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the OCI Regression Testing Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, for the Identified Supported Programs, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the OCI Regression Testing Services.
5. Provide Oracle access to Your Non-Production Environment to execute regression testing.

6. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the OCI Regression Testing Services.
7. Be responsible for resolution of issues and failures identified during regression testing.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

Service Assumptions:

1. Oracle will use Oracle Applications Testing Suite (OATS) and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the OCI Regression Testing Services.
2. The OCI Regression Testing Services will be subject to the entitlements identified in the Managed Services Exhibit.
3. The OCI Regression Testing Services do not include any activities that are not explicitly described in this Service Description.

MCS – Oracle Technical Upgrade for Apps on Oracle Cloud Infrastructure

Part #	Service Offering
B95401	MCS – Oracle Technical Upgrade for Apps on Oracle Cloud Infrastructure
B95402	MCS - Oracle Technical Upgrade for Apps - CEMLI Upgrade Support

Description of Services

Oracle will perform a technical upgrade (the "Technical Upgrade") for the Oracle Programs identified in the Managed Services Exhibit (the "Identified Oracle Programs") designed to update an existing Oracle Program environment ("Pre-Upgrade Environment") to a newer Oracle Program version on Oracle Cloud Infrastructure (OCI) for which You have separately purchased a subscription ("Your Cloud Subscription"), resulting in the upgraded environment (the "Upgraded Environment").

As part of the Technical Upgrade Oracle will provide the following activities in accordance with the Managed Services Exhibit (the "Technical Upgrade Services"):

Project Planning and Assessment:

1. Assign a project manager to facilitate the delivery of the Technical Upgrade Services.
2. Coordinate with You to establish a project plan for delivery of the Technical Upgrade Services that contains the following (the "Upgrade Project Plan"):
    - Estimated project start and end dates
    - Key milestone estimated dates
    - Detailed tasks, dependencies, owners, and deliverables
    - Scheduled downtime of the Pre-Upgrade Production Environment for cutover to the Upgraded Environment
    - CEMLI object types and CEMLI object counts, as applicable.
3. Assess the level of compliance of the Pre-Upgrade Environment with Oracle standards, including interfaces to and/or from systems external to the environment.
4. Verify the current state of data within the Pre-Upgrade Environment.
5. Document service requirements, including the Identified Oracle Programs, the compare reports, the upgrade path, and details of the Upgraded Environment, as applicable.
6. Manage and track the Upgrade Project Plan tasks assigned to Oracle.
7. Manage and track the issues and personnel required to deliver the Technical Upgrade Services.
8. Conduct project status calls.
9. Provide an initial escalation contact for issues related to the Technical Upgrade.

Project Governance:

1. Provide guidance to You on Releases, training, Certified Configuration requirements, and general standards applicable to the Technical Upgrade.
2. Identify licenses, technical support, Managed Services, or other types of services that You may need to separately purchase to facilitate the Technical Upgrade.
3. Update existing documentation with changes to existing processes and manual operations required as a result of the Technical Upgrade.

4. Obtain Your acceptance of key Upgrade Project Plan deliverables.

Technical Upgrade

1. Identify service options required for delivery of the Technical Upgrade Services, including, but not limited to, additional storage and additional Non-Production Environments.
2. Examine Your current configuration and identify related tasks to be added to the Upgrade Project Plan.
3. Identify and assess installed components, storage requirements, technology stack components, third party software integrations, and setups in the Pre-Upgrade Environment.
4. Perform metadata migration as required for the Identified Oracle Programs.
5. Perform up to the number of test upgrades identified in the Managed Services Exhibit on a copy of Your existing Pre-Upgrade Environment or on the provisioned target release (each an "Upgrade Test"), as applicable, intended to validate the documented Technical Upgrade steps and determine the duration of each such task.
6. Work with You to address issues resulting from the Technical Upgrade as identified during Your System Integration Testing ("SIT") and UAT.
7. Perform required backups and restores as part of the Technical Upgrade as mutually agreed between You and Oracle.
8. Upon Your successful completion of SIT and UAT and written approval from You, perform the production upgrade, or enable the provisioned target release for production operations, resulting in the Upgraded Production Environment.
9. Perform basic health checks to validate that You can access the Upgraded Environment.
10. Perform the production assessment activities to validate that the Upgraded Environment is suitable for production operations.

Component Upgrade

Component upgrade applies to the Oracle Programs identified in the Managed Services Exhibit, limited to the components that reside in the Pre-Upgrade Environment, that fall into the following two categories:

- Configurations, outlines, and report definitions that are inherently part of the Oracle Programs themselves and for which upgrade utilities are provided as part of the Identified Oracle Programs ("artifacts")
- Batch jobs, interfaces, data load scripts and routines developed by You and unique to Your implementation ("custom routines")

Oracle is not responsible for any impact that upgraded custom routines may have on the Technical Upgrade and the associated environments. You are responsible for the upgrade of custom routines in accordance with Oracle standards. Oracle will assist You as follows:

1. Migrate artifacts where upgrade utilities are provided.
2. Provide You with Oracle standards for custom routine compliance.
3. Install custom routines into the UAT environment and the Upgraded Environment.

Production Readiness and Post-Production Go-Live Assistance

1. Execute basic functionality checks required by Oracle, as applicable.
2. Confirm the stability of the Upgraded Environment from a technical standpoint.

3. Complete a system assessment of the Upgraded Environment.
4. Confirm that the Upgraded Environment meets the requirements for obtaining Production Ready Status.
5. Obtain Your acceptance to proceed to Production Go-Live.
6. Assist You with any issues related to the Technical Upgrade following Post-Production Go-Live for the period identified in the Managed Services Exhibit ("Post-Production Go-Live Assistance Period").

Third Party Software

Oracle's assistance for Third Party Software that resides in the Pre-Upgrade Environment is limited to the following:

1. Approve the use of the identified Third Party Software in the Upgraded Environment, as feasible.
2. With guidance and instructions from You, enable Third Party Software in the Upgraded Environment
3. Assist You and the applicable Third Party Software Vendor to facilitate trouble shooting of Third Party Software in connection with the Technical Upgrade.

CEMLI Upgrade Support

If included in Your order as indicated in the Managed Services Exhibit, Oracle will provide CEMLI upgrade support for the business flows implemented and used in the Pre-Upgrade Environment for the Identified Oracle Programs as of the effective date of the Ordering Document ("Identified CEMLIs") in accordance with the Managed Services Exhibit and for the number and type of CEMLI objects specified in the Upgrade Project Plan.

1. Review business process documentation and functional and technical design documentation for the Identified CEMLIs.
2. Review source code of the Identified CEMLIs.
3. Update any existing technical flow documents and unit testing scripts and/or scenarios provided by You.
4. Validate the design of the Identified CEMLI as submitted by You.
5. Retrofit and unit test the Identified CEMLIs in the Upgraded Test Environment, including one of the following per batch: updated code pack, updated technical design document, install instructions.
6. Provide unit test results to You and review the results with You.
7. Address any issues related to the retrofitted CEMLI objects identified during the SIT and UAT test cycles.
8. Review the CEMLI issues logged during the testing.
9. Resolve the CEMLI issues identified during functional testing.
10. Fix any retrofitted CEMLI objects that break during SIT, UAT test cycles, and production cutover.
11. Assist in deployment of the retrofitted CEMLIs to the Upgraded Environment

Your Cooperation, Assumptions, and Exclusions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies.

Technical Upgrade

1. Purchase and maintain for the duration of the Technical Upgrade Services, any required licenses and technical support for the Identified Oracle Programs and Your Cloud Subscription.
2. Procure and maintain for the duration of the Technical Upgrade Services the OCI components, as required, to provide adequate computing capacity for the performance of the Oracle Programs, including any shared services.
3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. Acknowledge that the Development Environment and/or Production Support Environment used for the Technical Upgrade Services will be dedicated to the Technical Upgrade.
5. Provide copies of Your existing Production Environment, including the latest production data, to be used by Oracle to perform Upgrade Tests, as applicable.
6. Appoint and identify a project manager who will be responsible for interaction with Oracle regarding the Technical Upgrade Services ("Customer Project Manager"). All communication from Oracle regarding the Technical Upgrade Services will be through the Customer Project Manager.
7. Coordinate with Oracle to create the Upgrade Project Plan and identify interfaces to and/or from external systems.
8. Manage and track the Upgrade Project Plan tasks and related issues and risks assigned to You and participate in project status calls.
9. Ensure that the Pre-Upgrade Production Environment is fully functional, including from an applications perspective, prior to commencement of the Technical Upgrade Services.
10. Agree not to make significant changes that will impact the Identified Oracle Programs, including but not limited to patching, updates, enhancements, adding new business areas, countries, or modules, or significantly increasing the volume of data or data loads.
11. Accept or reject key deliverables of the Upgrade Project Plan within three (3) business days of receipt of such deliverables from Oracle ("acceptance period"):
    a. Provide Oracle with written notice for rejection of key deliverables, which will include the reason for the rejection and specify any deficiencies in detail.
        i. Oracle will use reasonable efforts to cure such deficiencies and resubmit the deliverable for Your review and testing after completing such cure.
    b. Acknowledge that failure to accept or reject key deliverables within the acceptance period, or unreasonably withholding acceptance, may result in delays to the Technical Upgrade project schedule and/or may require purchase of additional services.
12. Refresh and create a full backup of the Pre-Upgrade Environment, as required.

13. Evaluate the Oracle Program functionality and determine any impact on current business workflows and CEMLIs and prepare Your End Users for the Technical Upgrade, including business and IT Users.
14. Perform and manage functional changes, functional and regression testing activities, and unit testing, SIT, and UAT, that is required as part of the Technical Upgrade.
15. Acknowledge that Your Environment will be unavailable during the execution of the final production cutover.
16. Work with Oracle to address any issues identified during UAT.
17. Generate the required documentation for the Upgrade Test and final cutover.
18. Be responsible for all application security changes as a result of the Technical Upgrade.
19. Provide written approval to Oracle to proceed to Production Go-Live.
20. Assist Oracle with Changes to the Upgraded Environment required to obtain Production Ready Status.
21. Participate in an after-action review (AAR) meeting with Oracle to assess the success of the project and review any outstanding issues.
22. Provide Oracle with guidance and instructions to enable and troubleshoot the Third Party Software approved by Oracle in the Upgraded Environment.

CEMLI Upgrade Support

1. If CEMLI Upgrade Support is not included in Your order:
    a. Retrofit any changes to CEMLIs and Third Party Software affected by the Technical Upgrade
    b. Resolve any performance issues related to customizations in the Upgraded Environment(s).
2. If CEMLI Upgrade Support is included in Your order:
    a. Work with Oracle to resolve CEMLI issues identified during testing.
    b. Assist Oracle with scheduling the activities related to CEMLI retrofit.
    c. Report to Oracle any errors found during UAT.
    d. Upon completion of successful UAT, acknowledge, in writing, that the CEMLI are working as intended.

Assumptions

1. Depending on Your business requirements and overall requirements of the Upgrade Services, You may be required to purchase additional services not covered in this Service Description for networking, storage, backups, and/or Refreshes
2. Development and test environments listed in the Managed Services Exhibit will be refreshed after each Upgrade Test.
3. Application and database will be upgraded during a single downtime. Separate application and database upgrades may be provided subject to additional fees.
4. The Technical Upgrade Services will be provided remotely during business days and hours for eight (8) hours per day in the time zone as mutually agreed.

5. The Upgrade Services, including any documentation, will be provided by Oracle, in U.S. English language only.
6. If a Disaster Recovery Environment is included in the Technical Upgrade and Disaster Recovery capability for the Production Environment is required for the duration of the Technical Upgrade, then a separate Disaster Recovery Environment for the Technical Upgrade will be required.

Exclusions

1. Creation and configuration of data related to the Technical Upgrade.
2. Development and/or optimization activities, modifications of integrations, or implementation of new integration methodologies before, during, or after the delivery of the Technical Upgrade Services.
3. Redesign of existing security features or activation of new security features.
4. Application of additional Maintenance Code Releases, application patches, maintenance packs or bundles not specifically required by the Technical Upgrade.
5. Transition, migration, implementation, and/or configuration services.
6. Activities related to non-Oracle technology stack, third party servers and/or storage, network, and switch configurations, and/or validation of architecture shape and sizing.
7. Any activities not explicitly described in this Service Description.

MCS - Senior Production Manager

Part #	Service Offering
N/A	MCS – Senior Production Manager

Description of Services

Oracle will provide the following technical assistance and guidance to You during and after Production Go-Live and Post-Production Go-Live in accordance with the Managed Services Exhibit:

1. Coordinate and provide technical input on Your project plan, such as periodic maintenance, configuration reviews, and CPU patching.
2. Provide guidance to You on Production Assessment checklists.
3. Provide technical support in an effort to achieve month-end closes.
4. Recommend best practices for database capacity management, such as space utilization, database layout, mapping of Oracle physical files, and defragmenting free space.
5. Assist You with investigation and resolution of issues that arise during Production Go-Live and Post-Production Go-Live stabilization.
6. Act as a technical liaison within Oracle for Severity Level 1 Service Requests.
7. Recommend configuration Changes to the database, operating system, and middleware used in an Environment ("Technology Stack").
8. Apply Changes to Third Party Software in accordance with step-by-step instructions provided by You.
9. Review and provide input on Your plan for Production Go-Live and Post-Production Go-Live activities.
10. Proactively monitor system performance, as appropriate.
11. Provide input on Your capacity planning. Such input may include the following:
    a. Assessment of the potential impact of an increase in End Users
    b. Peak system periods and Your process or concurrent manager utilization.
12. Assist with Root Cause Analysis and track the implementation of actions to address the Incident.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Obtain appropriate internal authorization prior to submitting a Request for Change to Oracle.
2. Submit Request for Changes to Oracle with adequate lead time.
3. Provide written approval to apply Changes to the Production Support and Non-Production Environments.
4. Execute any functional steps required to complete a Change.
5. Test and validate Changes to confirm the outcome and to assess the impact on functionality, CEMLIs, and Third-Party Software.

6. Test, analyze and resolve issues arising from a Change.
7. Apply application setup Changes, except for those that require Oracle system administrator or application developer access.
8. Enable application and User level setups to generate debugging, logging, or trace files as needed to facilitate Incident triage and resolution.
9. Create, delete, and manage non-administrative End User accounts.
10. Test and maintain CEMLIs.
11. Resolve any CEMLI-related Incidents that impact the Production Environment and were caused by the installation of a Change to the Environment.
12. Provide to Oracle the operations guide for optional Third-Party Software residing in the Environment.
13. Provide to Oracle step-by-step instructions for applying changes to optional Third-Party Software in the Environment.
14. In accordance with the Change Management process, test and validate releases of, and upgrades to, optional Third-Party Software.
15. Ensure that CEMLIs comply with Managed Services standards prior to submitting them to Oracle for installation.
16. Be responsible for managing the Environment plan and tracking activities such as patching.
17. Maintain documentation of CEMLIs, third party interfaces, and Third-Party Software in the Environment.
18. Schedule and approve change management activities.
19. Have a contact available during escalations.
20. Obtain performance related information from My Oracle Support.

ORACLE MANAGED SERVICES FOR SOFTWARE AS A SERVICE ("SAAS") - SERVICE DESCRIPTIONS
(for SaaS Services ordered with an effective date / a Services Period beginning on or after September 26, 2022)

Service Applicability

The Oracle Managed Services for SaaS are available only for Oracle Programs for which You have purchased one or more of the Oracle Software as a Service listed in the table below ("Supported Programs"), including the associated Supported Programs modules detailed in the referenced Supported Programs service description ("Supported Program Modules"). The *Oracle Fusion Service Descriptions* are available at www.oracle.com/contracts.

Software as a Service
Oracle Fusion ERP Cloud Service Oracle Fusion Human Capital Management (HCM) Cloud Service Oracle Fusion Supply Chain Management (SCM) Cloud Service Oracle Enterprise Performance Management (EPM) Cloud Service Oracle Warehouse Management Cloud Service Oracle Logistics Cloud Service Oracle Customer Service and Support Cloud Service Oracle CPQ Cloud Service Oracle Taleo Cloud Service Oracle Marketing Cloud Service Oracle Eloqua & Content Marketing Cloud Service Oracle Responsys Cloud Service

MCS - Oracle Business Help Desk for SaaS

Part #	Service Offering
B95746/B95857	MCS - Oracle Business Help Desk for SaaS – Standard Governance
B95747/B95858	MCS - Oracle Business Help Desk for SaaS – Regional Governance
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day

B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil - Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt - Day
B96333	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Advanced Support Engineer - SaaS -Day
B96334	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Senior Advanced Support Engineer - SaaS -Day
B96335	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager I - SaaS - Day
B96336	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager II - SaaS - Day

Description of Services

Oracle Business Help Desk for SaaS Services (the "Services") consist of the following for the Supported Programs:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
    a. Conduct an orientation to introduce the designated resource and identify and document the key Oracle contacts and Your designated technical contacts ("Customer Contacts").
    b. Coordinate communication between delivery contacts and Your Customer Contacts.
    c. Perform periodic account and service reviews, including progress and status of service performance.
    d. Check performance against applicable service level objectives or agreements.
    e. Assist with any escalations related to the Services.;
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below and Initiation Phase activities will be performed only once at the beginning of the Services.
3. Receiving and managing Functional Help Desk Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request System in the Service Maximums table (the "Request System"):

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the *Oracle Cloud Service Unit Catalog*.

For each Functional Help Desk SR Your monthly Functional Help Desk SR balance, identified in the Service Maximums table below, will be decremented until your monthly balance reaches zero. Once Your Functional Help Desk SR balance reaches zero, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Oracle Cloud Service Unit Catalog*.

- You must have a sufficient balance of Functional Help Desk SRs or CSUs prior to submitting any further Service Requests.

Oracle will work on an open SR until one of the following occurs:

- The underlying issue has been resolved
- A work-around has been implemented
- You and Oracle agree to close the SR.
- The SR is transferred to another group per the terms of this service description
- The SR is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team

Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

Severity Level	Environment	Severity Level Definition
1	Production	You experience a Service Interruption within a Production Environment that causes a critical impact to Your use of the Oracle Programs in one area of Your business but is not the result of an infrastructure Outage or component (system process) level failure. No acceptable workaround is available, and business operations related to the affected functionality cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period.
2	Production	You experience an error in expected or documented functionality of Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable workaround is available; however, business operations in the Environment can continue in a restricted fashion.
3	Production	You experience an error in expected or documented functionality of Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A workaround may be required to restore functionality.

Severity Level	Environment	Severity Level Definition
4	Production	You experience a minor or no loss in expected or documented functionality of Oracle Programs. Severity Level 4 Service Requests may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Business Help Desk for SaaS Services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 Functional Help Desk SRs	8 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Business Help Desk for SaaS Service Description	As described in the Performance Against Service Description section below	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Level Target column in the table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by 100.

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System;
- Oracle detects an incident and logs the incident as an SR in the Request System; or
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Business Help Desk for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during

any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure You to provide Cooperation set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

Mix of Severity Levels

The mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table:

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional CSUs (defined in the Service Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs , or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Services are subject to the following constraints (the “Service Maximums”).

Service Maximums

Type		MCS - Oracle Business Help Desk for SaaS
Primary Hours of Operation	Service Governance	Local Business Hours
	Functional Help Desk SRs	8x5
	Severity Level 1 SRs	24x7
Service Language		U.S. English

Type	MCS - Oracle Business Help Desk for SaaS
Initiation Phase	1 month
Request System	My Oracle Support (MOS)
Account & Service Review Frequency	Monthly
Operational Reporting Frequency	Weekly
Annual Cloud Service Units[1]	300
Functional Help Desk SRs per month[2]	15

[1] Cloud Service Unit consumption shall remain level from month-to-month

[2] Functional Help Desk SRs will expire at the end of each month if not consumed within each one-month period beginning on the 1st of the month and ending on the last day of the month.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for *Oracle Business Help Desk for SaaS Services*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations related to functional and technical configuration changes based on business requirements
7. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
8. Account and Service Reviews
9. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; and (c) functional and technical design documents.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
5. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
6. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
7. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting an Extension, Integration, Testing SR for support readiness, as further detailed in the *Oracle Cloud Service Unit Catalog*.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments based on Service Requests submitted by You.

MCS - Oracle Business Help Desk for SaaS - Extended Support Coverage

Part #	Service Offering
B90056/B90165	MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 16 Hours x 5 Days
B90057/B90166	MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 24 Hours x 7 Days

Description of Services

Oracle Business Help Desk - Extended Support Coverage (the "Services") consists of:

1. Extension of the Primary Hours of Operation for Functional Help Desk SRs in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B95746/B95857	MCS - Oracle Business Help Desk for SaaS – Standard Governance
B95747/B95858	MCS - Oracle Business Help Desk for SaaS – Regional Governance

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service	Primary Hours of Operation (Hours per Day x Days per Week)
Oracle Business Help Desk for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90056/B90165)	16x5
Oracle Business Help Desk for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90057/B90166)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. You must purchase and maintain for the duration of the Service the Pre-requisite Service listed above.

MCS - Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language

Part #	Service Offering
B90058/B90167	MCS - Oracle Business Help Desk for SaaS – Translation Support – Additional One (1x) Language

Description of Services

Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B95746/B95857	MCS - Oracle Business Help Desk for SaaS – Standard Governance
B95747/B95858	MCS - Oracle Business Help Desk for SaaS – Regional Governance

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. You must purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Critical Process Management for SaaS

Part #	Service Offering
B95752/B95863	MCS - Oracle Critical Process Management for SaaS – Standard Governance
B95753/B95864	MCS - Oracle Critical Process Management for SaaS – Regional Governance
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day
B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil - Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt - Day
B96333	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Advanced Support Engineer - SaaS -Day
B96334	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Senior Advanced Support Engineer - SaaS -Day
B96335	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager I - SaaS - Day
B96336	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager II - SaaS - Day

Description of Services

Oracle Critical Process Management for SaaS services (the "Services") consist of the following for Oracle Programs for which You have purchased one or more of the Supported Programs:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
    a. Conduct an orientation to introduce the designated resource and identify and document the key Oracle contacts and Your designated technical contacts ("Customer Contacts").
    b. Coordinate communication between delivery contacts and Your Customer Contacts.
    c. Perform periodic account and service reviews, including progress and status of service performance.
    d. Check performance against applicable service level objectives or agreements.
    e. Assist with any escalations related to the Services.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents. If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in

the Service Maximums table below and Initiation Phase activities will be performed only once at the beginning of the Services.

3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; (b) review output logs; and (c) review Critical Business Process executions and provide feedback on potential operational improvements. The number of Critical Business Processes and the number of Critical Business Process executions (the "Critical Business Process Runs") shall not exceed the maximum identified in the Service Maximums table below.

    a. Advanced Monitoring.

    For certain Supported Programs where advanced monitoring tools are available Oracle may monitor and analyze Your Critical Business Processes subject to Your authorization and specifications:

    i. Utilize access via an automated account, authorized and provided by You, to telemetry metadata related in certain Supported Programs ("Telemetry Data") to perform detailed process execution analysis.

    ii. Access Telemetry Data using an automated account as mutually agreed and, if Your cloud subscription includes Oracle Break Glass for Your Supported Programs, unique password(s) provided by You.

    iii. Provide You with the results of the detailed process execution analysis and any associated recommendations for operational improvements.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for *Oracle Critical Process Management for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
4. Coordination with Oracle development and support teams to address complex issues
5. Guidance and recommendations related to potential operational improvements
6. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
7. Critical Process Management monitoring and response
8. Account and Service Reviews
9. Local language support

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service		MCS - Oracle Critical Process Management for SaaS
Primary Hours of Operation	Service Governance	Local Business Hours
	Batch and Processing Management	24x7
Service Language		U.S. English
Initiation Phase		1 month
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Monthly
Operational Reporting Frequency		Weekly
Critical Business Processes		20
Critical Business Process Runs per Month		3000

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; and (c) functional and technical design documents.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
5. Authorize Oracle access to capture detailed Telemetry Data based on Your specifications and as required for Oracle to perform advanced monitoring analysis for Critical Business Processes as available for certain Supported Programs.
6. If Your cloud subscription includes Oracle Break Glass for Your Supported Programs provide Oracle with unique passwords every 14 calendar days to access Telemetry Data.
7. Acknowledge that Oracle may store Telemetry Data at Oracle locations worldwide for access by Oracle analysts as required to provide detailed business process execution analysis.
8. Address any issues and/or failures related to batch job runs, integration flows, or application jobs.

9. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
10. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

MCS - Oracle Critical Process Management for SaaS – Additional 5 (5x) Critical Processes

Part #	Service Offering
B90049/B90158	MCS - Oracle Critical Process Management for SaaS – Additional Five (5x) Critical Processes

Description of Services

1. Oracle will identify and document five (5) additional Critical Business Processes, including 750 additional Critical Business Process Runs per month, which Oracle will monitor and for which Oracle will manage SRs in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-requisite Service

Part #	Service Offering
B95752/B95863	MCS - Oracle Critical Process Management for SaaS – Standard Governance
B95753/B95864	MCS - Oracle Critical Process Management for SaaS – Regional Governance
B95738/B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95740/B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95742/B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95744/B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance
B95745/B95856	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance
B88373	MCS - Oracle Mission Critical Support for SaaS, Custom
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and maintain for the duration of the Services one (1) of the Pre-requisite Services listed above.

MCS - Oracle Extensions and Integrations Support for SaaS

Part #	Service Offering
B95748/B95859	MCS - Oracle Extensions and Integrations Support for SaaS – Standard Governance
B95749/B95860	MCS - Oracle Extensions and Integrations Support for SaaS – Regional Governance
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Sr Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day
B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil - Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt - Day
B96333	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Advanced Support Engineer - SaaS -Day
B96334	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Senior Advanced Support Engineer - SaaS -Day
B96335	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager I - SaaS - Day
B96336	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager II - SaaS - Day

Description of Services

Oracle Extensions and Integrations Support for SaaS services (the "Services") consist of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
    a. Conduct an orientation to introduce the designated resource and identify and document the key Oracle contacts and Your designated technical contacts ("Customer Contacts").
    b. Coordinate communication between delivery contacts and Your Customer Contacts.
    c. Perform periodic account and service reviews, including progress and status of service performance.
    d. Check performance against applicable service level objectives or agreements.
    e. Assist with any escalations related to the Services.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; (c) Your functional and technical design documents; and (d) installation documents for the Extensions (as defined below). If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to

additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below and Initiation Phase activities will be performed only once at the beginning of the Services.

3. Extension and integration support for the duration of the Services to (a) review and validate extension and integration requirements; (b) modify extensions and integrations and/or create new extensions or integrations; (c) unit test the new extensions and integrations; and (d) document the new extensions and integrations.

Oracle PaaS based extensions and integrations to the Identified Supported Programs may include, but are not limited to the following (collectively, "Extensions and Integrations"):

a. Oracle Analytics Cloud Service Dashboards and Reports;
b. Oracle Business Intelligence Cloud Service reports;
c. Oracle Fusion Analytics Warehouse Service Data Pipeline, Semantic Model, Workbook Extensions;
d. Oracle Integration Cloud Service Integrations;
e. Oracle Java Cloud Service Java Extensions;
f. Oracle Mobile Cloud Service Application Program Interfaces;
g. Oracle Process Cloud Service processes;
h. Oracle SOA Cloud Service Integration composites; or
i. Oracle Visual Builder Cloud Service Web Applications

Oracle will receive Service Requests ("SRs") for extension and integration management activities that are entered by You into My Oracle Support (the "Request System"), evaluate such SRs to determine the SR Type (specified below), and execute Your SR as further detailed in the *Cloud Service Unit Catalog.*

a. Extension, Integration, Testing SR
b. Enhancement SR

For each such SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog.*

You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

Severity Level	Environment	Severity Level Definition
1	Production	You experience a Service Interruption within a Production Environment that causes a critical impact to Your use of the Oracle Programs in one area of Your business but is not the result of an infrastructure Outage or component (system process) level failure. No acceptable workaround is available, and business operations related to the affected functionality cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period.
2	Production	You experience an error in expected or documented functionality of Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable workaround is available; however, business operations in the Environment can continue in a restricted fashion.
3	Production	You experience an error in expected or documented functionality of Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A workaround may be required to restore functionality.
4	Production	You experience a minor or no loss in expected or documented functionality of Oracle Programs. Severity Level 4 Service Requests may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Extensions and Integrations Support for SaaS services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 Extension, Integration, Testing SRs	12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Extensions and Integrations Support for SaaS Service Description	As described under Performance Against Service Description	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \times 100$$

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System.
- Oracle detects an incident and logs the incident as an SR in the Request System.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Extensions and Integrations Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure to provide Your cooperate set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production

Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Service		MCS - Oracle Extensions and Integrations Support for SaaS
Primary Hours of Operation	Service Governance	Local business hours
	Extension, Integration, Testing SRs and Enhancement SRs	8x5
	Severity Level 1 SRs for Extensions and Integrations Support	24x7
Service Language		U.S. English
Initiation Phase		1 month
Identified Extensions		150
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Monthly
Operational Reporting Frequency		Weekly
Annual Cloud Service Units[1]		402

[1] Cloud Service Unit consumption shall remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for *Oracle Extensions and Integrations Support for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
4. Coordination with Oracle development and support teams to address complex issues
5. Guidance and recommendations related to enhancements based on business requirements
6. Recommendations related to functional and technical configuration changes
7. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations

8. Release management and monitoring activities
9. Guidance related to recommendations documented in SRs
10. Account and Service Reviews
11. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this service description.
2. Purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services, and any associated Oracle Cloud Infrastructure platform services.
3. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
4. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) installation documents for extensions required to support the Services.
5. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
7. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments or to identified Extensions based on Service Requests submitted by You.

MCS - Oracle Extensions and Integrations Support for SaaS Extended Support Coverage

Part #	Service Offering
B90052/B90161	MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days
B90053/B90162	MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days

Description of Services

Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage (the "Services") consists of:

1. Extension of the Primary Hours of Operation for Extension, Integration, Testing SRs and Enhancement SRs in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B95748/B95859	MCS - Oracle Extensions and Integrations Support for SaaS – Standard Governance
B95749/B95860	MCS - Oracle Extensions and Integrations Support for SaaS – Regional Governance

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Maximum	**Primary Hours of Operation** (Hours per Day x Days per Week)
Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90052/B90161)	16x5
Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90053/B90162)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

MCS - Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language

Part #	Service Offering
B90054/B90163	MCS - Oracle Extensions and Integrations Support for SaaS – Translation Support – Additional One (1x) Language

Description of Services

Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B95748/B95859	MCS - Oracle Extensions and Integrations Support for SaaS – Standard Governance
B95749/B95860	MCS - Oracle Extensions and Integrations Support for SaaS – Regional Governance

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Additional Service Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS

Part #:	Service Offering
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium
B92328	MCS - Oracle Mission Critical Support for SaaS, Configurable
B95738/B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95740/B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95742/B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95744/B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance
B95745/B95856	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance
B88373	MCS - Oracle Mission Critical Support for SaaS, Custom
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Sr Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day
B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil - Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt - Day
B96333	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Advanced Support Engineer - SaaS -Day
B96334	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Senior Advanced Support Engineer - SaaS - Day
B96335	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager I - SaaS - Day
B96336	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager II - SaaS - Day

Description of Services

Oracle Mission Critical Support for SaaS (the "Services") consist of the following for Your Supported Programs, including the associated Supported Program Modules, for which You have separately purchased Software as a Service in accordance with the Service Maximums:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
    a. Conduct an orientation to introduce the designated resource and identify and document the key Oracle delivery contacts and Your designated technical contacts ("Customer Contacts").
    b. Coordinate communication between the key Oracle delivery contacts and Your Customer Contacts.
    c. Perform periodic account and service reviews, including progress and status of service performance.

d. Check performance against applicable service level objectives or agreements.

e. Assist with any escalations related to the Services.

2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and identify and provide information about the following:

   a. the Identified Supported Programs;

   b. Your existing processes and procedures, including Critical Business Processes;

   c. Your ticketing system if applicable;

   d. Your functional and technical design documents;

   e. installation documents for the onboarded Extensions and Integrations (as defined below) for the Supported Programs in accordance with the Service Maximums; and

   f. the automated test scripts from the Oracle automated test script library to be added to Your test script repository, as required, in accordance with the Service Maximums.

   If after the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required and subject to additional fees and the change control process. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below and Initiation Phase activities will be performed only once at the beginning of the Services.

3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of Critical Business Processes, including Enterprise Scheduler Service jobs, other Identified Support Program batch job runs, or integration flows between the Identified Supported Programs and Oracle Integration Cloud standard adapters; (b) review output logs; and (c) review Critical Business Process executions and provide feedback on potential operational improvements. The number of Critical Business Processes shall not exceed the maximums identified in the Service Maximums table below.

   a. Advanced Monitoring.

      For certain Supported Programs where advanced monitoring tools are available Oracle may monitor and analyze Your Critical Business Processes subject to Your authorization and specifications, as follows:

      i. Utilize an automated account, authorized and provided by You, to access telemetry metadata related to certain Supported Programs ("Telemetry Data") to perform detailed process execution analysis.

      ii. Access Telemetry Data using an automated account as mutually agreed and, if Your cloud subscription includes Oracle Break Glass for Your Supported Programs, unique password(s) provided by You.

      iii. Provide dashboards from the available dashboard library, to visualize process specific telemetry data for Your Supported Programs.

      iv. Provide You with the results of the detailed process execution analysis and any associated recommendations for operational improvements.

4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 functional steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Service Maximums table below, to validate functionality of the

Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or extensions; or (c) application configuration changes.

The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparison of the results of the executed scripts with expected results; or (b) execution and review of results of automated regression test scripts that have been provisioned from the Oracle test script library or created by raising an Enhancement SR (as described below) and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).

5. Requests for modification and/or additional executions of existing test scripts or deletion and/or creation of new test scripts submitted by You in an Extension, Integration, Testing SR (as described below). For each such SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog.
6. Receiving and managing the following types of SR(s) related to the Services as entered by You via My Oracle Support or Your ticketing system (the "Request System"):
    a. Functional Help Desk SR
    b. Extension, Integration, Testing SR
    c. Enhancement SR

Oracle PaaS based extensions and integrations to the Identified Supported Programs may include, but are not limited to the following (collectively, "Extensions and Integrations"):

a. Oracle Analytics Cloud Service Dashboards and Reports;
b. Oracle Business Intelligence Cloud Service reports;
c. Oracle Fusion Analytics Warehouse Service Data Pipeline, Semantic Model, Workbook Extensions;
d. Oracle Integration Cloud Service Integrations;
e. Oracle Java Cloud Service Java Extensions;
f. Oracle Mobile Cloud Service Application Program Interfaces;
g. Oracle Process Cloud Service processes;
h. Oracle SOA Cloud Service Integration composites; or
i. Oracle Visual Builder Cloud Service Web Applications

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the *Cloud Service Unit Catalog*.

- For each Functional Help Desk SR, Your monthly Functional Help Desk SR balance, identified in the Service Maximums table below, will be decremented until your monthly balance reaches zero. Once Your Functional Help Desk SR balance reaches zero, Your CSU balance will be decremented by the number of CSUs for the Functional Help Desk SR specified in the *Cloud Service Unit Catalog.*
- For all other SRs, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog*.
    - You must have a sufficient balance of Functional Help Desk SRs or CSUs prior to submitting any further Service Requests.

Oracle will work on an open SR until one of the following occurs:

a. The underlying Incident or Problem is resolved
b. A resolution has been implemented or a work around has been established
c. You and Oracle agree to close the SR
d. The SR is transferred to another group within Oracle (e.g., Oracle Support)
e. The SR is determined by Oracle to be outside the scope of the Services under this Service Description and is transferred back to you for reassignment.

Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

Severity Level	Environment	Severity Level Definition
1	Production	You experience a Service Interruption within a Production Environment that causes a critical impact to Your use of the Oracle Programs in one area of Your business but is not the result of an infrastructure Outage or component (system process) level failure. No acceptable workaround is available, and business operations related to the affected functionality cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period.
2	Production	You experience an error in expected or documented functionality of Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable workaround is available; however, business operations in the Environment can continue in a restricted fashion.
3	Production	You experience an error in expected or documented functionality of Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A workaround may be required to restore functionality.
4	Production	You experience a minor or no loss in expected or documented functionality of Oracle Programs. Severity Level 4 Service Requests may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.

7. TAM and SR Prioritization. Available only if You have purchased B93243 - MCS - Oracle Mission Critical Support for SaaS, Premium.

   a. TAM. For SRs that Oracle creates on Your behalf with Oracle Cloud Support, Oracle will assign a Technical Account Manager (TAM) who will act as Your primary customer

management lead and assist with (i) SR management, prioritization, and escalation; (ii) constructing reproducible test cases and determining workarounds for issues identified in an SR, as applicable; (iii) review of SR activity, including status reports, required next steps, and Your SR priorities; and (iv) communicating SRs and Incidents to Oracle Product Development, as required.

b. SR Prioritization. For SRs that Oracle creates on Your behalf with Oracle Cloud Support, Oracle will (i) prioritize such SRs related to Your Identified Supported Programs above SRs of the same severity level submitted by other Oracle Cloud Services customers that have not purchased this Service; and (ii) initiate internal escalations for Severity 1 and Severity 2 SRs for Your Identified Supported Programs in accordance with the SR response guidelines published in Section 5.3 of the Oracle Cloud Hosting and Delivery Policies and the Oracle SaaS Public Cloud Services - Pillar Document available on http://oracle.com/contracts. Severity definitions are described in Section 5.3 of the Oracle Cloud Hosting and Delivery Policies.

8. SaaS Plus Operational Assistance and Assessments. Available only if You have purchased either B93243 MCS – Oracle Mission Critical Support for SaaS, Premium or B92328 MCS – Oracle Mission Critical Support for SaaS, Configurable.

   If included in Your order, Oracle will provide the following operational assistance and assessment activities for Your OCI and/or PaaS services connected to Your SaaS applications, in accordance with the Service Maximums documented in the Managed Services Exhibit:

   a. Add the OCI and/or PaaS services listed in Your order to the Identified Supported Programs in the joint plan during the Initiation Phase.

   b. Provide operational assistance for Your Identified Supported Programs, which may include assistance with (a) configurations; (b) Issues, Problems, and data management; or (c) production to test environment refreshes and integrations, (collectively, "Operational Assistance"), as requested by You in an SR, up to the number identified in Your order.

   c. Perform operational assessments to provide advice and guidance ("Operational Assessment"), which may consist of the following:

      i. Review Your current OCI and/or PaaS services connected to Your SaaS applications and provide a written summary of recommendations for Your service operation and/or capacity planning.

      ii. Perform a technology review and provide guidance for the adoption of OCI and/or PaaS services including, but not limited to, change management, operational architecture, and identity and access management resources.

   d. Receive and manage the following SR types submitted by You via the Request System:

      i. SaaS Plus Operational Assistance SRs

      ii. SaaS Plus Operational Assessment SRs

   e. Receive Your SR, evaluate Your SR to determine the SR type, manage Your SR, and execute Your SR as further detailed in the *Cloud Service Unit Catalog*:

      i. For each Operational Assistance SR, Your monthly Operational Assistance SR balance, as identified in Your order, will be decremented until your monthly balance reaches zero. Once Your Operational Assistance SR balance reaches zero, Your CSU

balance will be decremented by the number of CSUs for the Operational Assistance SRs specified in the *Cloud Service Unit Catalog*.

ii. For each Operational Assessment SR, Your yearly Operational Assessment balance, as identified in Your order, will be decremented until your yearly balance reaches zero. Once Your Operational Assessment balance reaches zero, Your CSU balance will be decremented by the number of CSUs for the Operational Assessment SR specified in the *Cloud Service Unit Catalog*.

9. Service Level management for the Identified Supported Programs and Production Environments for the Oracle Mission Critical Support for SaaS Services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Functional Help Desk SRs: 8 hours ▪ Extension, Integration, Testing SRs: 12 hours ▪ Operational Assistance SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	Functional Help Desk, Extension, Integration, Testing SRs, Operational Assistance SRs: 24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Mission Critical Support for SaaS Service Description	As described under Performance Against Service Description	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month which meet the target response times identified in the Service Level Target column in the table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System.
- Oracle detects an Incident and logs the Incident as an SR in the Request System.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified below, shall not be included in the Performance Against Service Description Service Level.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is six percent (6%) of the total fees paid for the Mission Critical Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Software vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure to provide Your cooperation set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of Your order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; (p) is caused by an issue where an SR has been raised with Oracle Product Support; or (q) is related to an Enhancement SR.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional Cloud Services Units (defined in the Services Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs , or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Services are subject to the following constraints ("Service Maximums") and any additional Service Maximums documented in the Managed Services Exhibit, as applicable. If You have purchased either B93243 MCS – Oracle Mission Critical Support for SaaS, Premium or B92328 MCS – Oracle Mission Critical Support for SaaS, Configurable, the Service Maximums are documented in the Managed Services Exhibit.

Service Maximums

Service		MCS - Oracle Mission Critical Support for SaaS, Entry B95738/B95849 B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Basic B95740/B95851 B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Standard B95742/B95853 B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Advanced B95744/B95855 B95745/B95856
Primary Hours of Operation	Service Governance	Local Business Hours	Local Business Hours	Local Business Hours	Local Business Hours
	SRs and Regression Testing	8x5	8x5	8x5	8x5
	Severity Level 1 SRs and Critical Business Process Monitoring	24x7	24x7	24x7	24x7
Service Language		U.S. English	U.S. English	U.S. English	U.S. English
Initiation Phase		1 month	1 month	1 month	1 month
Onboarded Extensions and Integrations		25	50	75	100
Request System		My Oracle Support (MOS)			MOS or Your ticketing system
Account & Service Review Frequency		Monthly	Monthly	Monthly	Monthly
Operational Reporting Frequency		Weekly	Weekly	Weekly	Weekly
Functional Help Desk SRs[1] per month		5	10	20	30
Annual Cloud Service Units[2]		120	180	360	480
Quarterly Regression Test Scripts		15	30	45	60
Critical Business Processes		5	10	15	20

[1] Functional Help Desk SRs will expire at the end of each month if not consumed within each one month period beginning on the 1st of the month and ending on the last day of the month.

[2] Cloud Service Unit consumption is expected to remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for *Oracle Mission Critical Support for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations for functional and technical configuration changes in an effort to address service utilization and performance
7. Planning and execution of enhancements based on business requirements
8. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
9. Release management, monitoring activities, risk management, and end user administration
10. Regression Testing planning and execution
11. Critical Process Management monitoring and response
12. Account and Service Reviews
13. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; (d) provide Oracle with a monthly SR report to facilitate Cloud Service Unit tracking and balance reconciliation of Cloud Service Units; and (e) provide the ability to automatically calculate Service Level Targets.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.

3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; (c) ticketing system if applicable; (c) functional and technical design documents; d) Regression Test Scripts and (e) installation and technical design documents for extensions and integrations required to support the Services.
4. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
5. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Authorize Oracle access to capture detailed Telemetry Data based on Your specifications and as required for Oracle to perform advanced monitoring analysis for Critical Business Processes as available for certain Supported Programs.
7. If Your cloud subscription includes Oracle Break Glass for Your Supported Programs provide Oracle with unique passwords every 14 calendar days to access Telemetry Data.
8. Acknowledge that Oracle may store Telemetry Data at Oracle locations worldwide for access by Oracle analysts as required to provide detailed business process execution analysis.
9. Provide Oracle access to Your Non-Production Environment to execute regression testing.
10. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
11. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
12. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting an Extension, Integration, Testing SR as further detailed in the *Cloud Service Unit Catalog*.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments or to identified extensions based on Service Requests submitted by You.
2. The expected average number of execution runs per month per Critical Business Process is 150. If Critical Business Process runs exceed this monthly average for a duration of more than three (3) consecutive months, Oracle will discuss the following options with You: either (a) optimize the scheduling of the Critical Business Processes, or (b) increase the number of Critical Business Processes to manage the increased volume of Critical Business Process runs.
3. At Oracle's discretion, Your primary point of contact may communicate with You in Your local language; however, this resource will not provide translation support on Your behalf related to the Services.
4. In addition to U.S. English language, key Oracle delivery contacts may communicate with You in the following languages, where applicable: Arabic, Portuguese, and Spanish.

MCS - Oracle Mission Critical Support for SaaS, SaaS Plus

Part #	Service Offering
B96341	MCS - Oracle Mission Critical Support for SaaS, SaaS Plus – Standard Governance
B96342	MCS - Oracle Mission Critical Support for SaaS, SaaS Plus – Regional Governance

Description of Services

Oracle Mission Critical Support for SaaS, SaaS Plus (the "Services") consists of the following operational assistance and assessment activities for Your OCI and/or PaaS services connected to Your SaaS applications for Your Supported Programs:

1. Services in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

   Pre-requisite Service for MCS - Oracle Mission Critical Support for SaaS, SaaS Plus – Standard Governance:

Part #:	Service Offering
B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance

   Pre-requisite Service for MCS - Oracle Mission Critical Support for SaaS, SaaS Plus – Regional Governance:

Part #:	Service Offering
B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95856	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance

2. During the Initiation Phase identify the specific OCI and/or PaaS services connected to Your SaaS applications ("Identified OCI/PaaS Services") and add the Identified OCI/PaaS Services to the joint plan.
3. Provide operational assistance for Your Identified OCI/PaaS Services, which may include assistance with (a) configurations; (b) Issues, Problems, and data management; or (c) production to test environment refreshes and integrations, (collectively, "Operational Assistance"), as detailed in the *Cloud Service Unit Catalog* and as requested by You in an SR, up to the number identified in the Service Maximums table.
4. Perform operational assessments to provide advice and guidance ("Operational Assessment"), as detailed in the *Cloud Service Unit Catalog*, which may consist of one of the following activities for each Operational Assessment:
   a. Review one (1) of Your current Identified OCI/PaaS Services and provide a written summary of recommendations for Your service operation and/or capacity planning.
   b. Perform a technology review of one (1) of Your current Identified OCI/PaaS Services and provide guidance for the adoption of the OCI/ PaaS Services including, but not limited to, change management, operational architecture, and identity and access management resources.

5. Receive and manage the following SR types submitted by You via the Request System:
   a. SaaS Plus Operational Assistance SRs
   b. SaaS Plus Operational Assessment SRs
6. Receive Your SR, evaluate Your SR to determine the SR type, manage Your SR, and execute Your SR as further detailed in the *Cloud Service Unit Catalog*:
   a. For each Operational Assistance SR, Your monthly Operational Assistance SR balance, as identified in Your order, will be decremented until your monthly balance reaches zero. Once Your Operational Assistance SR balance reaches zero, Your CSU balance will be decremented by the number of CSUs for the Operational Assistance SRs specified in the *Cloud Service Unit Catalog*.
   b. For each Operational Assessment SR, Your yearly Operational Assessment balance, as identified in Your order, will be decremented until your yearly balance reaches zero. Once Your Operational Assessment balance reaches zero, Your CSU balance will be decremented by the number of CSUs for the Operational Assessment SR specified in the *Cloud Service Unit Catalog*.

Service Maximums

The Services are subject to the following constraints ("Service Maximums") to supplement the maximums documented in the applicable Pre-requisite Service.

Service Maximums

Service		**MCS - Oracle Mission Critical Support for SaaS, SaaS Plus –Standard Governance** Part# B96341	**MCS - Oracle Mission Critical Support for SaaS, SaaS Plus – Regional Governance** Part# B96342
Primary Hours of Operation	Service Governance	Local Business Hours	Local Business Hours
	Operational Assistance SRs and Operational Assessments	8x5	8x5
	Severity Level 1 SRs	24x7	24x7
Governance Resource Location		Offshore	In region
Request System		My Oracle Support	My Oracle Support
Number of Identified OCI/PaaS Services		Up to 3	Up to 3
Monthly Operational Assistance SRs[1] – Configuration		Up to 2	Up to 2
Monthly Operational Assistance SRs[1] – Issue, Problem and Data Management		1	1
Monthly Operational Assistance SRs[1] – Environment Refresh and Integrations		1	1

[1] Operational Assistance SRs will expire at the end of each month if not consumed within each one month period beginning on the 1st of the month and ending on the last day of the month.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the applicable Pre-requisite Services listed above.

MCS - Oracle Mission Critical Support for SaaS Extended Support Coverage

Part #	Service Offering
B88099/B92113	MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 16 Hours x 5 Days
B88100/B92114	MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 24 Hours x 7 Days
B88101/B92117	MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 16 Hours x 5 Days
B88102/B92118	MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 24 Hours x 7 Days
B88103/B92121	MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 16 Hours x 5 Days
B88104/B92122	MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 24 Hours x 7 Days
B88105/B92125	MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 16 Hours x 5 Days
B88106/B92126	MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 24 Hours x 7 Days

Description of Services

1. Oracle will extend the Primary Hours of Operation for Functional Help Desk SRs, Extension, Integration, Testing SRs, and regression testing, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-Requisite Service

Part #	Service Offering
B95738/B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95740/B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95742/B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95744/B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance
B95745/B95956	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum	**Primary Hours of Operation** (Hours per Day x Days per Week)
Entry - Extended Support Coverage 16 Hours x 5 Days (Part # B88099/B92113)	16x5
Entry - Extended Support Coverage 24 Hours x 7 Days (Part # B88100/B92114)	24x7
Basic - Extended Support Coverage 16 Hours x 5 Days (Part # B88101/B92117)	16x5
Basic - Extended Support Coverage 24 Hours x 7 Days (Part # B88102/B92118)	24x7
Standard - Extended Support Coverage 16 Hours x 5 Days (Part # B88103/B92121)	16x5
Standard - Extended Support Coverage 24 Hours x 7 Days (Part # B88104/B92122)	24x7
Advanced - Extended Support Coverage 16 Hours x 5 Days (Part # B88105/B92125)	16x5
Advanced - Extended Support Coverage 24 Hours x 7 Days (Part #B88106/B92126)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.

MCS - Oracle Mission Critical Support for SaaS Translation Support, Additional One (1x) Language

Part #	Service Offering
B88374/B92115	MCS - Oracle Mission Critical Support for SaaS, Entry – Translation Support – Additional One (1x) Language
B88375/B92119	MCS - Oracle Mission Critical Support for SaaS, Basic – Translation Support – Additional One (1x) Language
B88376/B92123	MCS - Oracle Mission Critical Support for SaaS, Standard – Translation Support – Additional One (1x) Language
B88377/B92127	MCS - Oracle Mission Critical Support for SaaS, Advanced – Translation Support – Additional One (1x) Language

Description of Services

Oracle will translate Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-Requisite Service

Part #	Service Offering
B95738/B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95740/B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95742/B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95744/B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance
B95745/B95856	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the Pre-Requisite Services listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service, Custom

Part #	Service Offering
B88443	MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service

Description of Services

Oracle Mission Critical Support for SaaS, United States Government Cloud Service (the "Services") consist of the following for Oracle Right Now Service Cloud for United States Government for which You have purchased Oracle Software as a Service:

1. Services in United States Government Cloud that are FedRamp authorized and specifically designed to host Your Supported Programs in a highly secure, fault-tolerant facility located in the United States and managed by vetted local US personnel. Oracle will limit direct administrative access to Your Sensitive but Unclassified Data (SBU) to only those Oracle employees who are U.S. citizens.
2. An Oracle Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
3. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the identified Supported Programs; (b) Your existing processes and procedures, including critical business processes and ticketing system; (c) Your functional and technical design documents; and (d) installation documents for the Extensions (as defined below). The Initiation Phase shall not exceed the time period identified in the Service Maximums table below, and the Identified Supported Programs may not be changed once identified in the plan during the Initiation Phase.
4. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of critical business processes shall not exceed the maximums identified in the Service Maximums table below. Manual regression testing to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event consists of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of (i) manual execution of predefined test scripts provided by You, and (ii) comparing the results of the executed scripts with expected results.
    a. You may raise a Type 3 SR or Type 4 SR (each as described in the table below) to request modification of existing test scripts or deletion and/or creation of new test scripts.
5. Receiving and managing the following types of Service Requests (SRs) related to the Services as entered by You via My Oracle Support or Your ticketing system (the "Request System"):

Service Request Type	Category	Tasks
Type 1 SR	End User Management	• Initializing new Users • Removing existing Users • Resetting passwords

Service Request Type	Category	Tasks
		• Defining responsibilities • Updating User responsibilities and privileges • Defining, updating, and managing User profile options
	Software Management	• Define and maintain custom menus and functions within the Supported Programs
	"How to" questions regarding Supported Programs	• Using and configuring standard features and functionality of the Supported Programs
	Managing Batch Processing and Programs	• Defining batch programs within the Supported Programs • Scheduling batch programs • Updating batch programs • Providing log and output files • Setting the batch processing User profile • Setting up cross reference values in domain value maps • Configuration changes to integration programs
Type 2 SR	Transactional Support	• Functional and technical issues or configuration setup assistance that require detailed analysis
Type 3 SR	Extension Support Basic	• SRs related to an Extension Break-fix which require changes in a single block of code • SRs related to an individual Supported Program release update impact analysis for release updates that fix a single application issue • Modify Regression test scripts (up to 4 scripts of 25 steps per request) • Flexi support to address simple non-standard definition issues e.g., minor enhancements to Extensions
Type 4 SR	Extension Support Complex	• SRs related to an Extension Break-fix which require changes in multiple blocks of code • Create Regression test scripts (up to 4 scripts of 25 steps per request) • Flexi support to address complex non-standard definition issues e.g., minor enhancements to Extensions

Oracle will receive Your SR, evaluate Your SR to determine the SR Type and execute Your SR associated with functional management services and personalization and extension support.

Functional management services may consist of (a) basic administrative, functional, and technical support, such as User management, functional setups and configurations, or batch processing setup; or (b) detailed functional and technical analysis of transactional issues.

Personalizations are runtime, User-made changes to artifacts in the User interface such as rearrangement of page regions, removal of content, changes to column width, or saving search parameters.

Extensions may include (collectively, "Extensions"):

- Java Extensions to the Supported Programs developed on Oracle Java Cloud Service
- Oracle Business Intelligence Cloud Service reports
- Service Oriented Architecture Cloud Service integration composites
- Integration Cloud Service integrations
- Mobile Cloud Service Application Program Interfaces
- Process Cloud Service processes

6. Oracle Managed Services Service level and Availability Management Policy as described in the Appendix 1: Oracle Managed Services Delivery Policies, excluding Application Availability Service Level, for the Identified Supported Programs and Production Environments as follows for the Oracle Mission Critical Support for SaaS, United States Government Cloud Service under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis;
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the associated Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit;
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria;

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in the Performance Against Service Description section below	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation as defined below) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Oracle Mission Critical Support for SaaS, United States Government Cloud Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Customer's SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table above.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service, Part# B88443
Primary Hours of Operation	SR Types 1-4 and Regression Testing	8x5
	Severity Level 1 SRs and Critical Business Process Monitoring	24x7
Service Language		U.S. English
Initiation Phase		1 month
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Custom
Operational Reporting Frequency		Custom
Monthly Regression Test Scripts		Custom
Critical Business Processes		Custom

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate tracking.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Purchase and maintain for the duration of the Services Oracle Software as a Service for United States Government Cloud Service for the Identified Supported Programs prior to commencement of the Services.
4. During the Initiation Phase, provide information about Your (a) Supported Programs; (b) existing processes and procedures, including critical business processes and ticketing system; (c) functional and technical design documents; (d) regression test scripts and (e) installation documents for Extensions required to support the Services.
5. Provide Oracle with necessary user and role access to the Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
7. Identify the Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

MCS - Oracle Regression Testing Service for SaaS

Part #	Service Offering
B95750/B95861	MCS - Oracle Regression Testing Service for SaaS - Standard Governance
B95751/B95862	MCS - Oracle Regression Testing Service for SaaS - Regional Governance
B92892	MCS - Oracle Regression Testing Service for SaaS, Configurable
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II– SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day
B94199	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United States - Day
B95756	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - United Kingdom - Day
B95757	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Brazil - Day
B95758	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Mexico - Day
B95759	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Australia - Day
B95760	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Egypt - Day
B96333	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Advanced Support Engineer - SaaS -Day
B96334	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Senior Advanced Support Engineer - SaaS -Day
B96335	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager I - SaaS - Day
B96336	MCS - Oracle Supplemental Resource for Oracle Cloud - Functional Technical Account Manager II - SaaS - Day

Description of Services

Oracle Regression Testing Service for SaaS (the "Services") consists of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
    a. Conduct an orientation to introduce the designated resource and identify and document the key Oracle contacts and Your designated technical contacts ("Customer Contacts").
    b. Coordinate communication between delivery contacts and Your Customer Contacts.
    c. Perform periodic account and service reviews, including progress and status of service performance.
    d. Check performance against applicable service level objectives or agreements.
    e. Assist with any escalations related to the Services.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; If

subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below and Initiation Phase activities will be performed only once at the beginning of the Services.

3. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Service Maximums table below, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created by raising an Enhancement SR and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).
4. A compare of the actual results of the executed Regression Test Scripts with expected results.
5. Creation of an operational report upon the completion of each regression testing cycle.
6. To request modification and/or additional executions of existing test scripts, or deletion and/or creation of new test scripts, and subject to Your separate purchase of Cloud Service Units ("CSUs"), Oracle will receive Service Requests ("SR(s)") related to the Services and entered by You via My Oracle Support (the "Request System"), evaluate Your SR to determine the SR Type (specified below), and execute Your SR as further detailed in the Cloud Service Unit Catalog:
   a. Extension, Integration, Testing SR
   b. Enhancement SR

For each SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog*. You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Changes to the Service Maximums for Part B92892, Oracle Regression Testing Services for SaaS, Configurable are documented in the Managed Services Exhibit.

Service Maximums

Maximum	**MCS - Oracle Regression Testing Services for SaaS** Part#, B95750, B95751, B95861, B95862
Primary Hours of Operation	8x5
Service Language	U.S. English
Initiation Phase	1 month
Request System	My Oracle Support (MOS)
Account & Service Review Frequency	Quarterly

Maximum	MCS - Oracle Regression Testing Services for SaaS Part#, B95750, B95751, B95861, B95862
Regression Test Scripts	400 per year

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely or on-site if indicated in Your order, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role included in Your order, in furtherance of the services provided under Your order for *Oracle Regression Testing Service for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities
3. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
4. Coordination with Oracle development and support teams to address complex issues
5. Guidance and recommendations for functional and technical configuration changes in an effort to address service utilization and performance
6. Planning and execution of enhancements based on business requirements
7. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
8. Guidance related to recommendations documented in the SR
9. Regression Testing planning and execution
10. Account and Service Reviews
11. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
3. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

5. Provide Oracle access to Your Non-Production Environment to execute regression testing.
6. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the Services.
7. Be responsible for resolution of issues and failures identified during regression testing.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting an Extension, Integration, Testing SR for support readiness, as further detailed in the Cloud Service Unit Catalog.

Service Assumptions:

1. Oracle will use Oracle Applications Testing Suite ("OATS") and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the OCI Regression Testing Services.
2. Part B92892, MCS - Oracle Regression Testing Service for SaaS, Configurable is subject to the entitlements identified in the Managed Services Exhibit.
3. The OCI Regression Testing Services do not include any activities that are not explicitly described in this Service Description.
4. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments based on Service Requests submitted by You.

MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions

Part #	Service Offering
B90406/B90452	MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions

Description of Services

Oracle will provide the manual execution of up to forty (40) additional regression test scripts (the "Services") defined and provided by you (each referred to herein as "Test") in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-Requisite Service

Part #	Service Offering
B95738/B95849	MCS - Oracle Mission Critical Support for SaaS, Entry – Standard Governance
B95739/B95850	MCS - Oracle Mission Critical Support for SaaS, Entry – Regional Governance
B95740/B95851	MCS - Oracle Mission Critical Support for SaaS, Basic – Standard Governance
B95741/B95852	MCS - Oracle Mission Critical Support for SaaS, Basic – Regional Governance
B95742/B95853	MCS - Oracle Mission Critical Support for SaaS, Standard – Standard Governance
B95743/B95854	MCS - Oracle Mission Critical Support for SaaS, Standard – Regional Governance
B95744/B95855	MCS - Oracle Mission Critical Support for SaaS, Advanced – Standard Governance
B95745/B95856	MCS - Oracle Mission Critical Support for SaaS, Advanced – Regional Governance
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium
B95750/B95861	MCS - Oracle Regression Testing Services for SaaS – Standard Governance
B95751/B95862	MCS - Oracle Regression Testing Services for SaaS – Regional Governance
B92892	MCS - Oracle Regression Testing Services for SaaS, Configurable

Tests must be performed during the Services term. Any unused quantity of Tests that remain after (1) the end of the Services term or (2) the expiration of the Pre-requisite Services will be forfeited, and Oracle shall have no further obligation with respect to such unused Tests.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and continue to maintain for the duration of the Services, one (1) of the Pre-Requisite Services listed above.

MCS – Oracle Advanced Data Security Service

Part Number	Service Offering
B96332	MCS - Oracle Advanced Data Security Service

Description of Services

Oracle will setup and configure Oracle Data Safe for Your Oracle Database(s) in Your Oracle Cloud Infrastructure ("OCI") tenancy ("Your OCI tenancy") for which You have separately purchased a subscription in accordance with the Service Maximums in the Managed Services Exhibit (the "Data Security Services"). The Data Security Services may include the following:

1. Designate a resource who will act as Your primary point of contact to facilitate account management and service reviews.
2. Conduct a preliminary meeting to review the Data Security Services and provide You with a security questionnaire to be completed by You (the "Questionnaire").
3. Perform an analysis of the security configuration settings collected during the preliminary meeting and provided by You in the Questionnaire.
4. Review and validate Your OCI tenancy requirements.
5. Check prerequisites for enabling Oracle Data Safe in Your OCI tenancy.
6. Enable and configure Oracle Data Safe for Your OCI tenancy.
7. Validate that Oracle Data Safe is set up in accordance with Your requirements.
8. Identify and document Your Oracle Databases ("DB document").
9. Register the Oracle Databases identified in the DB document ("Target Database(s)") with Oracle Data Safe.
10. Conduct quarterly Service Delivery Reviews.

Security Compliance Monitoring

If included in Your order, as indicated in the Managed Services Exhibit, Oracle will provide the following security compliance monitoring activities ("Security Compliance Monitoring"):

1. Perform an Oracle Data Safe security assessment scan against the Target Database(s).
2. Review and analyze the results of the security assessment scan.
3. Provide a report detailing the results of the security assessment scan and provide recommendations to address any issues.
4. Conduct a meeting with You to review the results of the security assessment scan.
5. Work with You to remediate issues identified in the security assessment scan report using the change management process.
6. Establish a baseline once all issues identified in the security assessment scan report are either remediated or accepted by the You.

7. Track security drifts from the established baseline through subsequent executions of the security assessment scans.
8. Deliver a scan report based on the security assessment scan in a format determined by Oracle and subject to Oracle's vulnerability policies ("Security Compliance Report").
9. Retain the Security Compliance Reports for a period of 12 (twelve) months.

Database Audit Management

If included in Your order, as indicated in the Managed Services Exhibit, Oracle will provide the following database audit management activities ("Database Audit Management"):

1. Enable Oracle Data Safe audit features for the Target Database(s).
2. Configure and apply Oracle Database audit policies for the Target Database(s).
3. Document the applied Oracle Database audit policies for the Target Database(s).
4. Configure database activity monitoring to detect and audit suspicious and unauthorized database activities.
5. Provide You with Oracle Database activity monitoring audit reports.
6. Triage issues related to the Data Security Services, including connectivity issues related to the Target Database(s).
7. Retain the Database Audit Management reports for a period of 12 (twelve) months.

Your Cooperation

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

1. Procure and maintain for the duration of the Data Security Services:
   a. OCI subscriptions required for the use of Oracle Data Safe.
   b. Oracle Database Cloud subscriptions or Oracle Database licenses for the Target Database(s).
2. If Your OCI tenancy is managed by You, provide Oracle with the administrative access required for the Data Security Services.
3. Designate a security point of contact who will be authorized to access and review the security reports.
4. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this service description.
5. Use My Oracle Support to submit Service Requests and/or Requests for Change related to the Data Security Services.
6. For Target Database(s) on Your premises, set up the connectivity required for the communication between Oracle Data Safe and Your Target Database(s), including configuration of the Oracle Data Safe connector.

MCS - Oracle Managed Cloud HIPAA – Base – Managed Hosted Environment

Part #	Service Offering
B91629/B92149	MCS - Oracle Managed Cloud HIPAA - Base - Managed Hosted Environment

Description of Services

Oracle will provide to You the services described in this section (the "HIPAA Services"). The HIPAA Services are designed to help You meet Your legal obligations under the Health Insurance Portability and Accountability Act of 1996 and its regulations ("HIPAA") as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 ("HITECH Act") that may apply to Your electronic protected health information identified by You ("ePHI") residing in Your Oracle managed application environment(s) on Oracle Cloud Infrastructure (the "Oracle Managed ePHI Environment") for which You have separately purchased one (1) of the following services (hereinafter "Pre-requisite Service").

Pre-requisite Service

Part #	Service Offering
B90622	MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment
B91370	MCS - Oracle Managed Application Cloud – Base, Custom
B92577	MCS – Oracle Managed Enterprise Application Cloud - Base
B87415/B92082	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity
B86068/B92083	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity
B86069/B92084	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity
B86070/B92080	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One Low Complexity
B86071/B92081	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom
B88439	MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom
B88440	MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom

1. Deploy applicable security controls designed to protect the confidentiality, integrity, and availability of Your ePHI for one of Your Oracle applications that resides in Your Oracle Managed ePHI Environment, in accordance with the Service Maximums table below.
2. Designate a resource who will serve as Your primary point of contact to manage delivery and assist with governance of the HIPAA Services, including the following:
   a. Service Delivery Reviews
   b. Reporting

c. Review of changes to HIPAA regulations and recommendations

d. Escalation management

3. Conduct an annual risk assessment of the Oracle Managed ePHI Environments against the HIPAA controls applicable to Oracle's performance of the HIPAA Services.
4. Include the Oracle Managed ePHI Environments in an annual HIPAA compliance assessment performed by a qualified third-party auditor.
5. Provide You with a summary that documents the result of the compliance assessment.
6. Conduct quarterly internal and external vulnerability scans of Your Oracle Managed ePHI Environment.
7. Provide You with summary reports documenting the results of the vulnerability scans, including the severity of any detected vulnerabilities, and recommendations for remediation.
8. Facilitate Service Delivery Reviews, including identification of changes in HIPAA regulations that may impact effectiveness of security controls and HIPAA compliance.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Service Delivery Reviews	Quarterly
Number of Virtual Machines ("VMs") per Oracle Managed ePHI Environment	Up to 12
Oracle Managed ePHI Environment	One (1) Production Environment and up to three (3) associated Non-Production Environments
Hours of Operation	24 hours a day, 7 days a week, 365 days a year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and continue to maintain for the duration of the Services a Pre-requisite Service, and additionally Oracle HIPAA for IaaS and PaaS services as required for Your separate purchase of Oracle Cloud Infrastructure.
2. Provide Oracle with complete and accurate information pertaining to ePHI that You create, receive, maintain, or transmit into Your Oracle Managed ePHI Environments.
3. Promptly notify Oracle if You change the way You create, receive, maintain, or transmit ePHI in Your Oracle Managed ePHI Environments.
4. Review, approve, and coordinate with Oracle all changes to the Oracle Managed ePHI Environments that may impact delivery of the HIPAA Services specified herein.

5. Permit third party auditors to access the Oracle Managed ePHI Environments as required to complete the assessments.
6. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems and the Oracle Managed ePHI Environment, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
7. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

Service Assumptions

1. The HIPAA Services do not include any service not explicitly described in this Service Description.
2. Oracle is not responsible for supporting or performing HIPAA Services for any customizations or CEMLIs, Third Party Software, or for any component of the Oracle Managed ePHI Environment(s) that is not compliant with the HIPAA compliance attestation for Oracle Cloud Infrastructure.
3. HIPAA Services are available only for the Pre-requisite Services that reside on Oracle Cloud Infrastructure that is HIPAA compliant.

MCS - Oracle Managed Cloud HIPAA – Additional Production Environment

Part #	Service Offering
B91630/B92150	MCS - Oracle Managed Cloud HIPAA - Additional Production Environment - Managed Hosted Environment

Description of Services

Oracle will provide the services specified in the Service Description of the Pre-Requisite Service identified below for one (1) additional Oracle application Production Environment on Oracle Cloud Infrastructure in accordance with and to supplement the established maximums of the following service separately purchased by You (the "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B91629/B92149	MCS - Oracle Managed Cloud HIPAA - Base - Managed Hosted Environment

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase the Pre-Requisite Service and continue to maintain for the duration of the Services.

Service Assumptions

1. The MCS - Oracle Managed Cloud HIPAA– Additional Production Environment services do not include any service that is not explicitly described in this Service Description

MCS - Oracle Managed Cloud Payment Card Industry (PCI) Security Service - Base

Part #	Service Offering
B92378/B92392	MCS - Oracle Managed Cloud Payment Card Industry Security Service - Base

Description of Services

Oracle will provide to You the services described in this Section A (the "PCI Services"). The PCI Services are designed to help You meet Your obligations under the Payment Card Industry Data Security Standards (PCI DSS), which are a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment, that may apply to Your electronic payment card industry data identified by You ("PCI") residing in Your Oracle managed application environment(s) on Oracle Cloud Infrastructure (the "Oracle Managed PCI Environment") for which You have separately purchased one (1) of the following services (hereinafter "Pre-requisite Service").

Pre-requisite Service

Part #	Service Offering
B92577/B92630	MCS – Oracle Managed Enterprise Application Cloud - Base
B92633	MCS – Oracle Managed Enterprise Application Cloud – Base, Configurable
B90622	MCS - Oracle Managed Application Cloud - Base - Managed Hosted Environment
B91370	MCS - Oracle Managed Application Cloud – Base, Custom
B87415	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity
B86068	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity
B86069	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity
B86070	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One Low Complexity
B86071	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom
B88439	MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud, Custom
B88440	MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom

1. Deploy applicable security controls designed to support the PCI compliance of Your designated Oracle Managed PCI Environments, in accordance with the Service Maximums table below.
2. Designate a resource who will serve as Your primary point of contact to manage delivery and assist with governance of the PCI Services, including the following:
   a. Service Delivery Reviews
   b. Reporting

c. Review of changes to PCI security standards

d. Escalation management

3. Conduct an annual risk assessment of the Oracle Managed PCI Environments against the PCI controls applicable to Oracle's performance of the PCI Services.
4. Include the Oracle Managed PCI Environments in an annual PCI compliance assessment performed by a qualified third-party QSA (Qualified Service Assessor).
5. Provide You with the PCI Attestation of Compliance (AOC) resulting from the annual PCI assessment.
6. Conduct quarterly external and internal vulnerability scans on the database and operating system levels of the servers of Your Oracle Managed PCI Environment.
   a. Provide a report during the Service Delivery Review that details applicability, risks, and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle's vulnerability policies.
   b. Identify and document each target environment and associated hosts/VM(s) to be scanned and the scope of the scan ("Target document").
   c. Implement external and internal security vulnerability scans of the hosts/VM(s) for the target environment based on the Target document (the "Vulnerability Scan").
   d. Provide a summary and technical analysis report during the Service Delivery Review that details applicability, risks, and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle's vulnerability policies.
7. If externally facing, conduct quarterly PCI Approved Scanning Vendor ("ASV") vulnerability scans of Your externally facing Oracle Managed PCI Production Environment.
8. Conduct annual penetration test:
   a. Identify and document details of the Penetration Test Target Environment, associated target environment URL(s), and hosts/Virtual Machines ("VMs"), and assets to be included in the scope of the penetration test ("Penetration Test Document").
   b. Define a penetration test based on the Penetration Test Document utilizing a combination of publicly available scanning tools and human engineered attack vectors (the "Penetration Test").
   c. Execute the defined Penetration Test in the target environment from the public Internet (the "Penetration Test Execution").
   d. Provide a report of findings, in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies that will include the following (the "Penetration Test Report"):
      i. An executive summary
      ii. Technical analysis
      iii. Security risks
      iv. Severity ratings
      v. Recommendations for remediation
   e. Review the Penetration Test Report with You during the Service Delivery Review.

9. Facilitate Service Delivery Reviews, including identification of changes in PCI standards that may impact effectiveness of security controls and PCI compliance.
10. Provide You with the applicable PCI DSS Ownership Matrix.
11. Build and maintain a network diagram of Your Oracle Managed PCI Production Environment.
12. Configure and perform standard file integrity monitoring on Your Oracle Managed PCI Production Environment and one additional Oracle Managed PCI Environment.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Service Delivery Reviews	Quarterly
Vulnerability Scans	4 per year
PCI ASV Scans	4 per year
Penetration Test	1 per year
Number of Virtual Machines ("VMs") per Oracle Managed PCI Environment	Up to 24
Oracle Managed PCI Environment	Up to three (3) total: • One (1) Production • One (1) Production Support • One (1) Non-Production or DR
Hours of Operation	24 hours a day, 7 days a week, 365 days a year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services a Pre-requisite Service, and additionally Oracle PCI for IaaS and PaaS services as required for Your separate purchase of Oracle Cloud Infrastructure.
2. Provide Oracle with complete and accurate information pertaining to cardholder data that You store, process, and/or transmit into Your Oracle Managed PCI Environments.
3. Promptly notify Oracle if You change the way You store, process, and/or transmit cardholder data in Your Oracle Managed PCI Environments.
4. Review, approve, and coordinate with Oracle all changes to the Oracle Managed PCI Environments that may impact delivery of the PCI Services.

5. Permit third party auditors to access the Oracle Managed PCI Environments as required to complete the annual assessments.
6. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and the Oracle Managed PCI Environment, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
7. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the PCI Services.
8. Provide Oracle with suitable hours during which the penetration test may be executed.
9. Complete any remediation actions owned by You for issues identified in the Penetration Test Report.

Service Assumptions

1. The PCI Services do not include any service not explicitly described in this Service Description.
2. Oracle is not responsible for supporting or performing PCI Services for any customizations or CEMLIs, Third Party Software, or for any component of the Oracle Managed PCI Environment(s) that is not compliant with the PCI compliance attestation for Oracle Cloud Infrastructure.
3. PCI Services are available only for the Pre-requisite Services that reside on Oracle Cloud Infrastructure that is PCI compliant.
4. Oracle will not execute an additional penetration test to retest issues that were identified in the Penetration Test Report and for which You have completed recommended remediation actions. You may purchase additional penetration tests subject to additional fees.
5. The Services will be delivered remotely.
6. Oracle will take reasonable and appropriate precautions designed to minimize the risk of a Service Interruption; however, You understand and acknowledge that it is not possible to completely eliminate such risk and that in the event of a Service Interruption as a result of the penetration testing activities, You are responsible for any costs associated with the service restoration.
7. The Penetration Test Report will be delivered in accordance with standard Managed Security Services processes.

MCS - Oracle Managed Cloud PCI Security Service - Additional Production Environment

Part #	Service Offering
B92379/B92393	MCS - Oracle Managed Cloud Payment Card Industry Security Service - Additional Production Environment

Description of Services

Oracle will provide the services specified in the Service Description of the Pre-Requisite Service identified below for one (1) additional Oracle Managed PCI Production Environment and up to two (2) associated Production Support, Non-Production, or DR Environments in accordance with and to supplement the established maximums of the following service separately purchased by You (the "Pre-requisite Service"):

Pre-Requisite Service

Part #	Service Offering
B92378/B92392	MCS - Oracle Managed Cloud Payment Card Industry Security Service - Base

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and maintain for the duration of the Services the Pre-Requisite Service.

Service Assumptions

1. The MCS - Oracle Managed Cloud PCI – Additional Production Environment services do not include any service that is not explicitly described in this Service Description.

MCS - Oracle Managed Identity and Access Management, Foundation

Part #:	Service Offering
B94577	MCS - Oracle Managed Identity and Access Management, Foundation
B95471	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – United States - Day
B95472	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – Mexico - Day
B95473	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – India – Day
B95407	MCS-Oracle Managed Cloud Services Supplemental Resources – Day

Description of Services

Oracle Managed Identity and Access Management, Foundation ("the Services") consists of the following services for Your web-enabled applications utilizing OCI Identity and Access Management Identity Domains (the "OCI IAM Domains") in accordance with the Managed Services Exhibit:

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Renew SAML signing certificates upon expiry and re-configure federation with new certificates in each of Your OCI IAM Domains.
3. Reconfigure SAML, Open ID, and SCIM connections with web applications as required during post refresh of applications in each of Your OCI IAM Domains.
4. Update Active Directory Bridge configurations as required for any customer Active Directory domain changes.
5. Advise You on User and User group management in OCI IAM Domain administration console.
6. Provide level 3 triage, troubleshooting, configuration fixes, and escalation support for Incidents related to the OCI IAM Domains.
7. Evaluate Oracle's product development release schedules for Your OCI IAM Domains and make recommendations for configuration changes.
8. Use the OCI IAM Domain administration role to provide the Services as described in the following sections of Appendix 1: Oracle Managed Service Delivery Policies:
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Change Management Policy, consisting of change tasks to existing OCI IAM Domain configurations, excluding user administration tasks
    c. Oracle Managed Services Configuration Management Policy
    d. Oracle Managed Services Incident and Problem Management Policy
    e. Oracle Managed Services Continual Service Improvement Policy
    f. Oracle Managed Services Decommission Policy

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for Oracle Managed Identity and Access Management, Foundation:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Troubleshoot, escalation support and configuration fix
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services an OCI Identity and Access Management service subscription for the production OCI IAM Domain and production support OCI IAM Domain.
2. Provide Oracle with the Active Directory connection details.
3. Provide the SAML metadata of Your identified web applications for federated single sign on (SSO).
4. Provide a set of users to be configured in OCI IAM Domains as delegated user administrators.
5. Be responsible for user and user group administration in Your OCI IAM Domains and identified web applications integrated for federated SSO.
6. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
7. Provide level 1 and level 2 incident management support.
8. Use My Oracle Support to raise Service Requests and Requests for Change related to the Services.

MCS - Oracle Managed Identity and Access Management

Part #:	Service Offering
B90044/B90152	MCS - Oracle Managed Identity and Access Management, Standard
B94578	MCS – Oracle Managed Identity and Access Management, Foundation Plus
B90156	MCS - Oracle Managed Identity and Access Management, Custom
B95471	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – United States – Day
B95472	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – Mexico – Day
B95473	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – India – Day
B95407	MCS-Oracle Managed Cloud Services Supplemental Resources – Day
B96337	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Advanced Support Engineer – Day
B96338	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Senior Advanced Support Engineer - Day
B96339	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager I – Day
B96340	MCS - Oracle Supplemental Resource for Oracle Cloud - MCS Technical Account Manager II – Day

Description of Services

Oracle Managed Identity and Access Management, Standard ("the Services") consists of the following services for Your web-enabled applications utilizing OCI Identity and Access Management ("OCI IAM") Identity Domains (the "OCI IAM Domains") in accordance with the Managed Services Exhibit:

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Provide You with access URLs and administrative usernames and passwords for OCI IAM Domains.
3. Configure and enable the following for Your OCI IAM Domains, as required:
    a. Synchronization of identities between Your Active Directory domain and the OCI IAM Domain repository;
    b. Security Assertion Markup Language 2.0 ("SAML2") compliant federated single sign-on or Open ID single sign-on for web applications identified by You;
    c. Cross-domain Identity Management (SCIM) compliant web applications integration for user identity lifecycle management;
    d. Multi-factor authentication of Your SAML2 integrations with web applications identified by You (the "SAML2 Integrations");
    e. Delegation of security and user administration capabilities for users identified by You;
    f. Sign-in page and email template with branding logos provided by You;
    g. Audit reports for user login and application access attempts;
    h. Password policy in accordance with security requirements provided by You;

i. Network perimeters with a list of IP addresses identified by You and corresponding sign-on policies to either deny (blacklist) or allow (whitelist) access;

j. Adaptive security to analyze a user's risk profile based on historical behavior and to enforce an appropriate remediation action, such as allowing or denying the user from accessing protected applications and resources or requiring the user to provide a second factor authentication;

k. Multi-Factor Authentication using available authentication factors of mobile app passcode, mobile app notification, security questions, text message (SMS), email, bypass code and duo security;

l. Integration with any one of the social identity providers Facebook, Google, LinkedIn, Microsoft, OpenID Connect, and Twitter to enable users to log into OCI IAM Domains with social credentials;

m. Single sign-on using SAML for collaboration tools Slack, Zoom, Office 365, and Citrix.

4. Assist You with issues related to the Services identified during Your User Acceptance Testing (UAT).
5. Upon Your successful completion and signoff of UAT, migrate configurations to Your production OCI IAM Domain.
6. Evaluate Oracle's product development release schedules for Your OCI Identity and Access Management service and make recommendations for configuration changes.
7. Provide level 3 triage, troubleshooting, and escalation support for Incidents related to the Services.
8. Renew SAML signing certificates upon expiry and re-configure federation with new certificates in each of Your OCI IAM Domains.
9. Reconfigure SAML, Open ID, and SCIM connections with web applications as required during post refresh of applications in each of Your OCI IAM Domains.
10. Update Active Directory bridge configurations as required for any customer Active Directory domain changes.
11. Advise You on User and User Group management in OCI IAM Domain administration console.
12. Use the OCI IAM Domain administration role to provide the Services as described in the following Sections of Appendix 1: Oracle Managed Services Delivery Policies:
    a. Oracle Managed Services Security Policy for the Services
    b. Oracle Managed Services Change Management Policy, consisting of Change tasks to existing OCI IAM Domain configurations, excluding user administration tasks, upon Your request in accordance with the Administrative Changes Per Month as defined in the Service Maximums table:
    c. Oracle Managed Services Configuration Management Policy
    d. Oracle Managed Services Incident and Problem Management Policy
    e. Oracle Managed Services Continual Service Improvement Policy
    f. Oracle Managed Services Decommission Policy.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

If You have purchased B94578 - MCS – Oracle Managed Identity and Access Management, Foundation Plus Your applicable Service Maximums are documented in the Managed Services Exhibit.

Type	Quantity/Frequency
Service Delivery Reviews	Quarterly
OCI IAM Domains	2 (Production and Production Support)
SAML2 Integrations	8
Active Directory domains	1

Supplemental Resources

If included in Your order, Oracle will provide additional remote resources, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for Oracle Managed Identity and Access Management:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Troubleshooting, escalation support, and configuration fixes
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Configuration of Your OCI IAM Domains related to the following:
    a. User identity synchronization between OCI IAM and supported enterprise applications
    b. Single sign-on and provisioning connectors deployed on OCI
    c. Authentication and authorization functions in OCI IAM administrative console
5. Guidance on OCI IAM deployment and configuration

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services an OCI Identity and Access Management service subscription for the production OCI IAM Domain and production support OCI IAM Domain.
2. Provide Oracle the Active Directory connection details.
3. Provide the SAML metadata of Your identified web applications for federated single sign on (SSO).

4. Provide a set of users to be configured in OCI IAM Domains as delegated user administrators.
5. Be responsible for user administration in Your identified web applications integrated for federated SSO.
6. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
7. Provide level 1 and level 2 incident management support for Incidents related to the Services.
8. Use My Oracle Support to raise Service Requests and Requests for Change related to the Services.

MCS - Oracle Managed Identity and Access Management, Advanced

Part #	Service Offering
B90045/B90153	MCS - Oracle Managed Identity and Access Management, Advanced
B90046/B90154	MCS - Oracle Managed Identity and Access Management, Advanced Plus
B90156	MCS - Oracle Managed Identity and Access Management, Custom
B95471	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – United States - Day
B95472	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – Mexico - Day
B95473	MCS-Oracle Managed Cloud Services Supplemental Resources-Senior Security Engineer – India - Day
B95407	MCS-Oracle Managed Cloud Services Supplemental Resources – Day

Description of Services

Oracle Managed Identity and Access Management, Advanced (the "Services") consists of the following managed identity and identity governance services for (i) Your web-enabled applications utilizing Oracle's Identity and Access Management Identity Domains ("OCI IAM Domains"), and Oracle's Identity Governance program ("OIG") installed on Oracle Cloud Infrastructure ("OCI") and (ii) Your OIG Environments integrated with OCI IAM Domains.

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Installation of OIG as required for the OCI IAM Domains.
3. Provide You with access URLs and administrative usernames and passwords as required for the Services
4. Configure and enable the following for Your OCI IAM Domains, as required:
    a. Synchronization of identities between Your Active Directory domains and the OCI IAM Domain repository;
    b. Security Assertion Markup Language (" SAML2") compliant federated single sign-on for the web applications identified by You;
    c. Multi-factor authentication of SAML2 integrations with web applications identified by You (the "SAML2 Integrations");
    d. Delegation of security and user administration capabilities for users identified by You; all OIG users will be managed under one OIG organization container, approver and certifier information will be managed in OIG as part of the OIG catalog data;
    e. Sign-in page with branding logos provided by You;
    f. OIG email templates with branding logos (the "Email Notification Template") provided by You;
    g. Audit reports of user login and application access attempts;
    h. Password policy in accordance with security requirements provided by You;
    i. Network perimeters with a list of IP addresses identified by You and corresponding sign-on policies to either deny (blacklist) or allow (whitelist) access;

j. Adaptive security to analyze a user's risk profile based on historical behavior and to enforce an appropriate remediation action, such as allowing or denying the user from accessing protected applications and resources or requiring the user to provide a second factor authentication;

k. Multi-Factor Authentication using available authentication factors of mobile app passcode, mobile app notification, security questions, text message (SMS), email, bypass code and duo security;

l. Integration with any one of the social identity providers Facebook, Google, LinkedIn, Microsoft, OpenID Connect, and Twitter to enable users to log into OCI IAM Domains with social credentials;

m. Single sign-on using SAML for collaboration tools Slack, Zoom, Office 365, and Citrix.

5. Renew Security Assertion Markup Language (SAML) signing certificates upon expiry and re-configure federation with new certificates.

6. Configure OIG, integrated with OCI IAM Domains, for the following:

   a. Provisioning and reconciliation of accounts and groups using OCI IAM Domain connector.

   b. Development of a custom identity connector in OIG (the "Custom Connector") for the onboarding of the target applications (the "Target Applications") in accordance with the Service Maximums table.

   c. Integration with trusted authoritative sources to reconcile identity lifecycle events related to onboarding and off boarding of users (the "Trusted Authoritative Data Source").

   d. Definition of named sets of parameters used to review user entitlements and access privileges (the "Certification Definitions") and certification campaigns for users, roles, and entitlements.

   e. Segregation of duties violation checks of roles and entitlements for the number of identity audit rules in accordance with the Service Maximums table (the "Identity Audit Rules").

   f. Approval workflows and policies for self-service requests (the "Self-Service Approval Workflows") for up to three email notifications to requesters, application owners, and managers regarding pending actions.

   g. User, role, and entitlement reporting capabilities based on standard OIG report templates included with the OIG program.

   h. A request catalogue to be populated with entitlements, roles, and Target Applications

   i. Organizations and business duties and/or responsibilities to be granted to users in an organization ("Business Roles") identified by You.

7. Perform a Production Assessment of the OIG integration with OCI IAM Domains.

8. Assist You with issues related to the Services identified during Your User Acceptance Testing ("UAT").

9. Upon Your successful completion and signoff of UAT, migrate the configurations to Your Production Environment.

10. Evaluate Oracle's product development release schedules for Your Identity Cloud Service and make recommendations for configuration changes.

11. Evaluate product development release schedules and software certification for OIG and make recommendations for upgrades and patches.
12. Provide You with the following services for OIG on Oracle Cloud Infrastructure as described in the *Appendix 1: Oracle Managed Services Delivery Policies*:
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy
    c. Oracle Managed Services Change Management Policy
    d. Oracle Managed Services Configuration Management Policy
    e. Oracle Managed Services Release Management Policy
    f. Oracle Managed Services Incident and Problem Management Policy
    g. Oracle Managed Services Service Monitoring Policy
    h. Oracle Managed Services Decommission Policy, except for backup and removal of any software.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

If you have purchased B90156 - MCS - Oracle Managed Identity and Access Management, Custom Your Service Maximums are documented in the Managed Services Exhibit.

Service Maximums

Maximums	**MCS - Oracle Managed Identity and Access Management, Advanced** Part # B90045/B90153	**MCS - Oracle Managed Identity and Access Management, Advanced Plus** Part # B90046/B90154
Service Delivery Reviews	Quarterly	Quarterly
OIG/OCI IAM Domains	2 (Production and Production Support)	3 (Production, Production Support, Non-Production)
Application Environments	3 (Production, Production Support, or Non-Production)	4
Trusted Authoritative Data Sources	1	2
Target Applications	5	10
Business Roles	5	10
Certification Definitions	1	3
Identity Audit Rules	0	15
Self-service Approval Workflows	1	2
Email Notification Templates	5	10
Custom Connectors	0	1
SAML2 Integrations	5	15

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for Oracle Managed Identity and Access Management, Advanced or Advanced Plus:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Troubleshoot escalation support and configuration fix
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Configuration of Your OCI IAM Domains related to the following:
    a. Authentication and authorization functions in OCI IAM administrative console
    b. User Identity synchronization between OCI IAM and supported enterprise applications
    c. Provisioning and governance functions in OIG administrative console
    d. Single sign-on and provisioning connectors deployed on OCI
5. Guidance on OCI IAM deployment and configuration

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
    a. The amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of OIM associated with the Services
    b. Oracle Identity Governance license
    c. Oracle Database licenses as required for the Services
    d. Oracle Identity and Access Management Cloud Service subscriptions for production, production support, and development OCI IAM Domains, as required
2. Provide to Oracle the Active Directory connection details.
3. Provide to Oracle the target application environments connection details.
4. Provide to Oracle Business Roles to be defined in OIG.
5. Provide the SAML metadata of any web applications hosted by You for federated single sign-on.
6. Provide a list of approvers to be configured in the self-service approval workflows.

7. Provide a list of certification reviewers to be configured in Certification Definitions.
8. Provide a list of rules to be defined for Segregation of Duties violation checks.
9. Provide cleansed and high quality identity data sets that mirror production data for the purpose of UAT in the production support OCI IAM Domain.
10. Provide data such as business classification and tagged entitlements and roles to enrich the request catalog data.
11. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
12. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

Service Assumptions

1. The Services do not include fetching approver and certifier data from external systems.
2. The Services do not include advanced configuration and customization of OIG, such as creation of custom OIG UDFs (User defined fields) to capture Your company specific identity attributes, implementation of post processing rules using Event Handlers, pre-populate adapters, process task adapters and scheduled jobs.
3. The Services are not available for Disaster Recovery Environments in accordance with the Service Maximums table.
4. A Custom Connector is any connector that is not listed at http://www.oracle.com/technetwork/middleware/id-mgmt/downloads/connectors-101674.html

MCS - Oracle Managed Identity and Access Management, Advanced – Enhanced Recovery Service

Part #	Service Offering
B90047/B90155	MCS - Oracle Managed Identity and Access Management, Advanced – Enhanced Recovery Service

Description of Services

Oracle Managed Identity and Access Management, Advanced – Enhanced Recovery Service ("the Services") consists of:

1. Enhanced Recovery Services for Oracle Identity Governance as described in the *Appendix 1: Oracle Managed Services Delivery Policies* and in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Pre-requisite Service

Part #	Service Offering
B90045/B90153	MCS - Oracle Managed Identity and Access Management, Advanced
B90046/B90154	MCS - Oracle Managed Identity and Access Management, Advanced Plus

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums		
Enhanced Recovery Services	RPO	1 hour
	RTO	12 hours
	Testing Frequency	Annual

Your Obligations

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
   a. The amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of OIG associated with the Services;
   b. Oracle's Identity Governance license;
   c. Oracle Database licenses, as required for the Services;
   d. One of the Pre-requisite Services listed above.

MCS - Oracle Managed Identity and Access Management - Integrated Applications Unlimited Connector

Part #	Service Offering
B90837/B92160	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Connector – Managed Hosted Environment

Description of Services

Oracle will install, configure, and manage one or more of the following Oracle Identity and Access Management connectors (the "Connector(s)") as required to integrate one (1) of Your web-enabled Applications Unlimited programs (the "Integrated Application") with OCI Identity and Access Management service (cumulatively, the "Services"):

- Oracle E-Business Suite Asserter ("EBS Asserter")
- Oracle Application Gate ("App Gate")

Oracle will provide the following as part of the Services:

1. Provide the services below to supplement one or more of the following services separately purchased by You (hereinafter "Managed Application Pre-requisite Service"):

Managed Applications Pre-requisite Service

Part #	Service Offering
B90622	MCS - Oracle Managed Application Cloud - Base
B92577/B92630	MCS – Oracle Managed Enterprise Application Cloud - Base
B87415/B92082	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity
B86068/B92083	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity
B86069/B92084	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity
B87414/B92079	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity
B86070/B92080	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity
B86071/B92081	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom
B88439	MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service, Custom
B88440	MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom

2. Services below are intended to supplement one or more of the following services separately purchased by You (hereafter "Managed Identity and Access Management Pre-Requisite Service"):

Managed Identity and Access Management Pre-Requisite Service

Part #	Service Offering
B90044	MCS - Oracle Managed Identity and Access Management, Standard
B94577	MCS – Oracle Managed Identity and Access Management, Foundation
B94578	MCS – Oracle Managed Identity and Access Management, Foundation Plus
B90045	MCS - Oracle Managed Identity and Access Management, Advanced
B90046	MCS - Oracle Managed Identity and Access Management, Advanced Plus

3. Install either EBS Asserter on Oracle Java Cloud Service ("JCS") or App Gate on Oracle Cloud Infrastructure (each referred to herein as the “Connector Environment”) for up to two (2) Connector Environments as required for the integration between Oracle Identity and Access Management Identity Domains (“OCI IAM Domains”) and Your Integrated Application (the “Connector Integration”).
4. Upon successful installation of the Connector Environment(s), enable the Connector Integration for up to two (2) OCI IAM Domains.
5. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
6. Perform quarterly Service Delivery Reviews.
7. Provide You with architecture, a data flow diagram, and sizing recommendations for the Connectors.
8. Set the Connector as a confidential application for authentication into OCI IAM Domains.
9. Configure access policies in the Connector for single sign-on authentication.
10. Perform Production Assessment activities for Connector Integration with OCI IAM Domains.
11. Assist You with issues identified during Your User Acceptance Testing (“UAT”) of the Connector Integration.
12. Upon Your successful completion of UAT and Your sign off, migrate the configurations to the Production Environment.
13. Evaluate product development release schedules for the Connector and make recommendations for configuration changes.
14. Evaluate product development release schedules and software certification for the Connector and make recommendations for upgrades and patches.
15. Provide You with the following lifecycle management services for the Connector installed on Oracle Cloud Infrastructure as described in *Appendix 1: Oracle Managed Services Delivery Policies*:
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy, consisting of management of administrator privileges, and access to the operating system, database, and middleware
    c. Oracle Managed Services Change Management Policy, consisting of (a) installation/instantiation and/or configuration programs; (b) software patches which repair or modify existing functionality or maintain currency alignment with business requirements; and (c) application server parameter changes

d. Oracle Managed Services Configuration Management Policy

e. Oracle Managed Services Release Management Policy, consisting of planning of deployment of updates that are intended to improve performance, security, availability, stability, manageability, or regulatory compliance

f. Oracle Managed Services Incident and Problem Management Policy, consisting of response and resolution of individual Incidents, associated Service Request (SR) tracking, problem identification, and Root Cause Analysis

g. Oracle Managed Services Monitoring Policy

h. Oracle Managed Services Decommission Policy, excepting backup and/or removal of any software

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services, one or more Managed Applications Pre-requisite Service and one or more Managed Identity and Access Management Pre-Requisite Service.
2. Procure and maintain the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Connectors.
3. Perform UAT of the Connector Integration.

Service Assumptions

1. The following Oracle Applications Unlimited programs are supported for integration using the Connectors: Oracle E-Business Suite, PeopleSoft, Siebel, Oracle Hyperion, and Oracle Business Intelligence Enterprise Edition. Only Oracle Programs certified with Oracle Access Governance will be supported.
2. Oracle Access Manager is not required for this service.

MCS - Oracle Managed Identity and Access Management - Integrated Applications Unlimited Environment – Integration Service

Part #	Service Offering
B90838/B92161	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Environment – Integration Service

Description of Services

Oracle will provide You with integration (the "Services") between one (1) Applications Unlimited program (the "Integrated Application") and OCI Identity and Access Management Identity Domain ("OCI IAM Domain").

Oracle will provide the Services for one (1) Connector Integration utilizing one of the following OCI IAM Domain connectors (the "Connector"):

- Oracle E-Business Suite Asserter ("EBS Asserter")
- Oracle Application Gate ("App Gate")

Oracle will provide the following as part of the Services:

1. Services below are intended to supplement the following service separately purchased by You (hereinafter the "Pre-requisite Service"):

   Pre-requisite Service

Part #	Service Offering
B90837/B92160	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Connector

2. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
3. Provide You with access URLs and administrative usernames and passwords as required for the Services.
4. Configure a connection in EBS Asserter to the Oracle E-Business Suite database for creation of authenticated user sessions, as required.
5. Configure the Connector with Integrated Application-specific HTTP header response attributes to return following successful authentication of a given User, as required.
6. Configure HTTP rewrite rules in the Integrated Application web layer to enable the re-direction of login to the OCI IAM Domain login page.
7. Assist You with issues identified by You during User Acceptance Testing ("UAT") of the Connector Integration.
8. Upon Your successful completion of UAT and Your sign off, migrate the configurations for the Connector Integration to the production OCI IAM Domain.
9. Create a production runbook to document the configurations and troubleshooting steps for each Connector Integration.
10. Perform Production Assessment activities for the Connector Integration.
11. Re-configure EBS Asserter following a Refresh of an Oracle E-Business Suite Integrated Application.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Provide connection details of an external directory server as required for App Gate for user and group lookups.
2. Create user accounts in the Integrated Application.
3. Procure and maintain for the duration of the Services the Pre-Requisite Service.
4. Perform UAT of the Connector Integration.

MCS - Oracle Managed Identity and Access Management - Integrated Applications Unlimited, Custom

Part #	Service Offering
B90990	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited, Custom

Description of Services

Oracle deploys one of the following OCI Identity and Access Management Identity Domain ("OCI IAM Domain") connectors (the "Connector"), to provide integration (the "Services") between Your web-enabled Applications Unlimited program ("Integrated Application") and OCI IAM Domains.

- Oracle E-Business Suite Asserter ("EBS Asserter")
- Oracle Application Gate ("App Gate")

Oracle will provide the following as part of the Services:

1. Services below are intended to supplement one or more of the following services separately purchased by You (hereinafter "Managed Application Pre-requisite Service"):

Managed Applications Unlimited Pre-Requisite Service

Part #	Service Offering
B90622	MCS - Oracle Managed Application Cloud - Base
B92577	MCS - Oracle Managed Enterprise Application Cloud - Base
B87415	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Minimum Complexity
B86068	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, Low Complexity
B86069	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier Two, High Complexity
B87414	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Minimum Complexity
B86070	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, Low Complexity
B86071	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One, High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom
B88439	MCS - Oracle Managed Cloud for Financial Services Applications on Oracle Technology Cloud Service, Custom
B88440	MCS - Oracle Managed Cloud for Life Sciences Warehousing Platform on Oracle Technology Cloud Service, Custom

2. Services below are intended to supplement one or more of the following services separately purchased by You (hereinafter "Managed Identity and Access Management Pre-requisite Service"):

Managed Identity and Access Management Pre-Requisite Service

Part #	Service Offering
B90044	MCS - Oracle Managed Identity and Access Management, Standard
B90045	MCS - Oracle Managed Identity and Access Management, Advanced
B90046	MCS - Oracle Managed Identity and Access Management, Advanced Plus

3. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
4. Perform quarterly Service Delivery Reviews.
5. Install either EBS Asserter on Oracle Java Cloud Service ("JCS") or App Gate on Oracle Cloud Infrastructure (each referred to herein as the “Connector Environment”) as required for the integration between OCI IAM Domains and Your Integrated Application (“Connector Integration”).
6. Upon successful installation of the Connector Environment(s), enable the Connector Integration.
7. Provide You with architecture, a data flow diagram, and sizing recommendations for Connectors.
8. Set the Connector as a confidential application for authentication into OCI IAM Domains.
9. Configure the access policies in the Connector for single sign-on authentication.
10. Perform Production Assessment activities for the Connector Integration.
11. Assist You with issues identified during Your User Acceptance Testing (“UAT”) of the Connector Integration.
12. Upon Your successful completion of UAT and Your sign off, migrate the Connector Integration to the production OCI IAM Domain.
13. Evaluate product development release schedules for the Connector and make recommendations for configuration changes.
14. Evaluate product development release schedules and software certification for the Connector and make recommendations for upgrades and patches.
15. Provide You with the following lifecycle management services for the Connector installed on Oracle Cloud Infrastructure as described in Appendix 1 (Oracle Managed Services Delivery Policies):
    a. Oracle Managed Services Security Policy
    b. Oracle Managed Services Access Management Policy, consisting of management of administrator privileges, and access to the operating system, database, and middleware
    c. Oracle Managed Services Change Management Policy, consisting of (a) installation/instantiation and/or configuration programs; (b) software patches which repair or modify existing functionality or maintain currency alignment with business requirements; and (c) application server parameter changes
    d. Oracle Managed Services Configuration Management Policy
    e. Oracle Managed Services Release Management Policy, consisting of planning of deployment of updates that are intended to improve performance, security, availability, stability, manageability, or regulatory compliance

f. Oracle Managed Services Incident and Problem Management Policy

g. Oracle Managed Services Monitoring Policy

h. Oracle Managed Services Decommission Policy, excepting backup and/or removal of any software

16. Provide You with access URLs and administrative Usernames and passwords as required for the Services.
17. Configure a connection in EBS Asserter to the Oracle E-Business Suite database for creation of authenticated user sessions, as required.
18. Configure the Connector with Integrated Application-specific HTTP header response attributes to return post successful authentication of a given user.
19. Configure HTTP rewrite rules in the Integrated Applications web layer to enable the re-direction of login to the OCI IAM Domain login page.
20. Create a production runbook to document the configurations and troubleshooting steps for each Connector Integration.
21. Re-configure EBS Asserter following refresh of an Oracle E-Business Suite Integrated Application.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximums	MCS - Oracle Managed Identity and Access Management - Integrated Applications Unlimited, Custom Part #B90990
Number of Connector OCI IAM Domains	As identified in the Managed Services Exhibit
Number of Integrated Applications	As identified in the Managed Services Exhibit
Number of Connector Integrations	As identified in the Managed Services Exhibit

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition, and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Connector.
2. Provide connection details of an external directory server as required for App Gate for user and group lookups.
3. Create user accounts in the Integrated Application(s).

4. Purchase and maintain for the duration of the services, one or more Managed Applications Unlimited Pre-requisite Service and one or more Managed Identity and Access Management Pre-requisite Service.
5. Perform UAT of the Connector Integration.

Service Assumptions

1. The following Oracle Programs are supported for integration using the Connector: Oracle E-Business Suite, PeopleSoft, Siebel, Oracle Hyperion, or Oracle Business Intelligence Enterprise Edition. Only Oracle Programs certified with Oracle Access Governance will be supported.
2. Oracle Access Manager is not required.

MCS - Oracle Managed Identity and Access Management - Integrated Applications Unlimited Connector - Enhanced Recovery Service

Part #	Service Offering
B90839/B92162	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Connector - Enhanced Recovery Service

Description of Services

Oracle will provide Enhanced Recovery Services as described in Appendix 1: Oracle Managed Services Delivery Policies (the "Services") in accordance with, and to supplement, the following services separately purchased by You (hereinafter "Pre-requisite Services"):

Pre-requisite Services

Part #	Service Offering
B90838/B92161	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Environment
B90837/B92160	MCS - Oracle Managed Identity and Access Management – Integrated Applications Unlimited Connector

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Provide the Services for one (1) Oracle E-Business Suite Asserter ("EBS Asserter") connector environment or one (1) Oracle Application Gate ("App Gate") connector environment in accordance with the following table:

Enhanced Recovery Service

Service	Type
RPO	1 hour
RTO	12 hours
Testing Frequency	Annual

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain the amount of Oracle Compute Cloud Service, Oracle Java Cloud Service Enterprise Edition and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of EBS Asserter and App Gate associated with the Services.
2. Procure and maintain for the duration of the services the Pre-Requisite Services.

MCS - Oracle Managed Security Data Masking Service

Part #	Service Offering
B108232	MCS - Oracle Managed Security Data Masking Service
B108233	MCS - Oracle Managed Security Data Masking Service for EBS

Description of Services

Oracle will perform the following activities designed to mask sensitive production data while preserving the integrity of the database (the "Services"), in accordance with the Service Maximums documented in Your order. Oracle will provide the Services for one (1) non-production Oracle Database for which You have separately purchased one (1) of the following services (each, a "Prerequisite Service").

Prerequisite Service

Part #	Service Offering
B90622	MCS - Oracle Managed Application Cloud – Base
B92577/92630	MCS - Oracle Managed Enterprise Application Cloud – Base
B87415/B92082	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Minimum Complexity
B86068/B92083	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two Low Complexity
B86069/B92084	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier Two High Complexity
B87414/B92079	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Tier One Minimum Complexity
B86070/B92080	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One Low Complexity
B86071/B92081	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service Tier One High Complexity
B86633	MCS - Oracle Managed Applications Unlimited on Oracle Technology Cloud Service, Custom

1. Designate a resource who will act as Your primary point of contact for the Services.
2. Validate the shape and size of the target non-production Oracle Database of Your Applications Unlimited environment managed by Oracle (the "Target Database") and inform You if additional compute resources are required for the execution of the data masking scripts.
3. Document the Target Database and each database object column, identified by You that needs to be masked ("Data Element").
4. Define and document the mask formats for each Data Element, such as address column or bank account column ("Mask Formats").
5. Develop data masking scripts based on the Mask Formats in Your Target Database.

6. Deploy and test the data masking scripts in Your Target Database and verify data integrity.
7. Document and maintain the data masking scripts.
8. Provide break fixes for data masking scripts that fail during execution.
9. Update existing data masking scripts as needed for Your Target Database upgrades.
10. Execute the data masking scripts for the duration of the Services ("Data Masking Script Execution").

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services a Prerequisite Service, including one of the following for the Target Database:
   a. Oracle Compute Cloud Service
   b. Oracle Database Cloud Service
   c. Oracle Database Exadata Cloud Service
2. If You have purchased B108233 - MCS - Oracle Managed Security Data Masking Service for EBS, purchase and maintain the license for Oracle Data Masking and Subsetting Pack for Oracle Enterprise Management.
3. Purchase additional resources if, in Oracle's sole discretion, it is determined that the shape and size of Your Target Database environment is not sufficient for the execution of the data masking scripts.
4. Identify the Target Database and Data Elements.
5. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content and for compliance by Your and such third parties with the terms of the Agreement, order, and this Service Description.
6. Use My Oracle Support to raise SRs or RFCs related to the Services.

Service Assumptions

The Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Security Data Masking Service for Oracle Technology Cloud

Part #	Service Offering
B88471~~/B94573~~	MCS - Oracle Managed Security Data Masking Service for Oracle Technology Cloud

Description of Services

Oracle Managed Security Data Masking Service for Oracle Technology Cloud ("the Services") is designed to reduce security risks by masking production data in a database object column in a non-production Oracle database while preserving the integrity of the database.

Oracle will perform the following for each database object column that needs to be masked ("Data Element") for a maximum number of five (5) database tables per Oracle database for which You have purchased the Services:

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document the Oracle database subject to the Services and the Data Elements identified by You to be masked ("DB document")
3. Define and document the mask formats for each Data Element, such as address column or bank account column ("mask formats")
4. Develop and test data masking scripts based on the mask formats in Your Oracle Managed Applications Unlimited refresh environments
5. Deploy and execute the masking scripts as part of Your Oracle Managed Applications Unlimited environments and verify data integrity

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
    a. Oracle Database licenses and an Oracle Data Masking and Subsetting Pack for Oracle Enterprise Management subscription or an Oracle Data Safe subscription, as applicable, and as required for the Services.
    b. Oracle Managed Applications Unlimited for Oracle Technology Cloud Service.
    c. One of the following for the Oracle Database for which You have purchased the Services
        i. Oracle Compute Cloud Service
        ii. Oracle Database Cloud Service
        iii. Oracle Database Exadata Cloud Service
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within the six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

MCS - Oracle Managed Security Database Audit Service for Oracle Technology Cloud

Part #	Service Offering
B88474/B92136	MCS - Oracle Managed Security Database Audit Service for Oracle Technology Cloud - Database

Description of Services

Oracle Managed Security Database Audit Service for Oracle Technology Cloud ("the Services") is designed to detect, and alert You of, suspicious unauthorized database activities that compromise the security of Your database and facilitate security forensic investigation within each database for which You have purchased the Services.

The Services consist of the following for the Oracle database on Oracle Technology Cloud for which You have purchased the Services ("Oracle database"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document the Oracle database subject to the Services ("DB document").
3. Conduct quarterly Service Delivery Reviews.
4. Install and configure Audit Vault or provision Data Safe (collectively, "Database Auditing Tools") for the Oracle database set forth in the DB document.
5. Integrate Oracle's Database Auditing Tool with Oracle's Security Information and Event Management system ("SIEM") to enable monitoring of Audit Vault alerts 24 hours per day, seven days per week, 365 days per year ("7x24x365").
6. Install and configure client-side Audit Vault agents on the Oracle database host nodes to enable collection of audit data by Audit Vault.
7. Document and configure Oracle's recommended auditing policies for the Oracle database.
8. Configure standard reports that describe the state of audited activities and reflect the data collected from the database sources (the "Oracle Database Audit Vault Reports") to enable automatic weekly reporting.
9. Monitor the operation of the Database Auditing Tool.
10. Triage issues related to the Services, including application of Audit Vault patches agreed to by You and Oracle or Data Safe updates.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
    a. The Oracle Database licenses, including Oracle Audit Vault Database Firewall (AVDF) licenses as required for the Services.
    b. A subscription to one or more of the following Cloud Services, as required:
        i. Oracle Compute Cloud Service
        ii. Oracle Database Cloud Service
        iii. Oracle Database Exadata Cloud Service

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description. You must use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services

MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS

Part #	Service Offering
B88472/B92140	MCS - Oracle Managed Security Database Encryption Service for Oracle IaaS - Database

Description of Services

Oracle Managed Security Database Encryption Service for Oracle IaaS (the "Services") uses Transparent Database Encryption (TDE) to encrypt data stored in the file system layer of the database designed to secure such data against system or operating system level attacks and unauthorized access.

The Services consist of the following for the Oracle database for which You have purchased the Services ("Oracle database"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document the Oracle database to be encrypted ("DB document")
3. Conduct quarterly Service Delivery Reviews
4. Design and implement TDE for the Oracle database set forth in the DB document
5. Provide one (1) Attestation Report per Oracle database.
6. Setup Oracle Wallet Manager for management of encryption keys, including one (1) key rotation per year.
7. Monitor TDE for the Oracle database
8. Triage issues related to the Services, including application of patches agreed to by You and Oracle

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
    a. The Oracle database licenses, including Oracle Advanced Security Option – Transparent Database Encryption (Oracle ASO-TDE) licenses as required for the Services.
    b. For the Oracle database for which You have purchased the Services, Oracle Compute Cloud Service.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS

Part #	Service Offering
B88473/B92139	MCS - Oracle Managed Security Database Encryption Service for Oracle PaaS - Database

Description of Services

Oracle Managed Security Database Encryption Service for Oracle PaaS (the "Services") manages Transparent Database Encryption (TDE) to validate and monitor data stored in the file system layer of the database designed to secure such data against operating system level attacks and unauthorized access.

The Services consist of the following for the Oracle database for which You have purchased the Services ("Oracle database"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document the Oracle database ("DB document").
3. Conduct quarterly Service Delivery Reviews to review delivery of the Services.
4. Validate TDE for the Oracle database set forth in the DB document.
5. Provide one (1) Attestation Report per Oracle database.
6. Setup Oracle Wallet Manager for management of encryption key, including one (1) key rotation per year.
7. Monitor TDE for the Oracle database.
8. Triage issues related to the Services, including application of patches agreed to by You and Oracle.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the following for the Oracle database for which You have purchased the Services:
   a. Oracle Database Cloud Service (Enterprise or above)
   b. Oracle Database Exadata Cloud Service
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud

Part #	Service Offering
B88475/B92135	MCS - Oracle Managed Security Database Vault Service for Oracle Technology Cloud - Database

Description of Services

Oracle Managed Security Database Vault Service for Oracle Technology Cloud ("the Services") is designed to restrict unauthorized users from accessing data stored in the Oracle database.

The Services consist of the following for each Oracle database for which You have purchased the Services ("Oracle database"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify, and document, the Oracle database subject to the Services ("DB document").
3. Conduct Service Delivery Reviews.
4. Setup and configure Oracle's Database Vault program ("Database Vault") for the Oracle database set forth in the DB document.
5. Design and implement the Database Vault realms ("Database Vault Realms") , rules and policies ("Database Vault Rules and Policies") based on the DB document and Your realm, rule, and policy ("Database Vault controls") requirements.
6. Test Your Database Vault controls.
7. Provide an Attestation Report.
8. Monitor the operation of Database Vault.
9. Document and follow standard Oracle break-glass procedure for temporary access to Database Vault realms for administrative tasks mutually agreed to by You and Oracle.
10. Triage issues related to the Services, including application of Database Vault patches agreed to by You and Oracle.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
Attestation Reports	One for each Oracle Database
Database Vault Realms	2
Database Vault Rules and Policies	15

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses, including Oracle Database Vault licenses as required for the Services.

b. One of the following for the Oracle Database for which You have purchased the Services
    i. Oracle Compute Cloud Service
    ii. Oracle Database Cloud Service (Enterprise or above)
    iii. Oracle Database Exadata Cloud Service

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud

Part #	Service Offering
B88476/B94571	MCS - Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud

Description of Services

Oracle Managed Security File Integrity Monitoring Service for Oracle Technology Cloud (the "Services") is designed to monitor, and provide alerts of, unauthorized changes to certain system and application files that could be a sign of a possible compromise to Your Services Environment.

The Services consist of the following for each node for which You have purchased the Services ("Target Node") in accordance with the Service Maximums table:

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify with You and document the Target Nodes ("TN document").
3. Conduct Service Delivery Reviews.
4. Design and implement file integrity monitoring (FIM) policies on the Target Node (the "FIM Policies").
5. Provide an Attestation Report.
6. Integrate the Target Node with Oracle's Security Operations Center (SOC) to enable incident monitoring and response services 24 hours per day, seven days per week, 365 days per year ("7x24x365").
7. Provide a report, in a format determined by Oracle, documenting file integrity monitoring alerts over a reported period of time (the "FIM Activity Report").
8. Triage issues related to the Services.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
Attestation Report	One for each Target Node
FIM Policies	5
FIM Activity Reports	Weekly

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses as required for the Services.
   b. One of the following for each node for which You have purchased the Services
      i. Oracle Compute Cloud Service

ii. Oracle Database Cloud Service

iii. Oracle Database Exadata Cloud Service

iv. Oracle Java Cloud Service

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS

Part #	Service Offering
B90463/B92148	MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS – Managed Hosted Environment
B90552	MCS - Oracle Managed Security Penetration Testing Service for PaaS and IaaS, Custom

Description of Services

Oracle Managed Security Penetration Testing Service for PaaS and IaaS (the "Services") consists of the following activities performed by a team of Oracle Certified Ethical Hacker ("CEH") analysts for one web application environment comprising one or more server components logically or physically deployed on compute hosts and fulfilling a specific use (the "Penetration Test Target Environment"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Conduct Service Delivery Reviews.
3. Identify and document details of the Penetration Test Target Environment, associated Target Environment URL(s), and hosts/Virtual Machines ("VMs"), and assets to be included in the scope of the penetration test ("Penetration Test Document").
4. Define a penetration test based on the Penetration Test Document utilizing a combination of publicly available scanning tools and human engineered attack vectors (the "Penetration Test").
5. Execute the defined Penetration Test in the Penetration Test Target Environment from the public Internet (the "Penetration Test Execution").
6. Provide a report of findings, in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies, which are available at *https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html* that will include the following (the "Penetration Test Report"):
   a. An executive summary
   b. Technical analysis
   c. Security risks
   d. Severity ratings
   e. Recommendations for remediation
7. Review the Penetration Test Report with You during the Service Delivery Review.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	1 per Year
Penetration Test Executions	1 per Year
Penetration Test Target Environments	1

Service Maximums	
Hosts Per Target Environment	20
Application URL(s) Per Target Environment	6
Penetration Test Reports	1 per Year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services Oracle PaaS and/or IaaS subscriptions as required for Your Penetration Test Target Environment.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Provide Oracle with suitable hours during which the penetration test may be executed.
4. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
5. Complete any remediation actions for issues identified in the Penetration Test Report.

Service Assumptions

1. Oracle will not execute a penetration test to retest issues that were identified in the Penetration Test Report and for which You have completed recommended remediation actions. You may purchase additional penetration tests subject to additional fees.
2. The Services will be delivered remotely.
3. Oracle will take reasonable and appropriate precautions designed to minimize the risk of a Service Interruption; however, You understand and acknowledge that it is not possible to completely eliminate such risk and that in the event of a Service Interruption as a result of the penetration testing activities, You are responsible for any costs associated with the service restoration.
4. The Penetration Test Report will be provided via a secure Oracle approved delivery mechanism.

MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud

Part #:	Service Offering
~~B88478/~~B92240	MCS - Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud - Environment

Description of Services

Oracle Managed Security Vulnerability Assessment Service for Oracle Technology Cloud (the "Services") are designed to scan hosts/ Virtual Machine(s) (VM) to assist with the detection of vulnerabilities of the hosts/Virtual Machine(s) (VM) within Your Oracle Technology Cloud Services target environments and which Customer accesses through the SSH interface. For clarity, environment does not include infrastructure components.

The Services consist of the following for each target environment for which You have purchased the Services ("target environment"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document each target environment and associated hosts/VM(s) to be scanned and the scope of the scan ("Target document").
3. Conduct Service Delivery Reviews.
4. Implement external and internal security vulnerability scans of the hosts/ VM(s) for the target environment based on the Target document (the "Vulnerability Scan").
5. Deliver a scan report based on the security vulnerability scans in a format determined by Oracle and subject to Oracle's vulnerability policies.
6. Provide summary and technical analysis report during the Service Delivery Review that details applicability, risks, and trends for remediation of vulnerabilities in a format determined by Oracle and subject to Oracle's vulnerability policies.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
Nodes/VMs	10 per target environment
Vulnerability Scans	4 per year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the following:
   a. Oracle Database licenses as required for the Services.

b. One of the following for each target environment for which You have purchased the Services

   i. Oracle Compute Cloud Service

   ii. Oracle Database Cloud Service

   iii. Oracle Database Exadata Cloud Service

   iv. Oracle Java Cloud Service

2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

Service Assumptions:

1. The Services do not include penetration testing.

MCS - Oracle Managed Security Web Application Firewall Service

Part #	Service Offering
B92798	MCS - Oracle Managed Security Web Application Firewall Service – Base, Standard

Description of Services

Oracle will provide the Oracle Managed Security Web Application Firewall Service – Base, Standard (the “WAF Services”) that are designed to protect Your Internet-facing web applications against web application attacks utilizing Web Application Firewall ("WAF") Cloud Service. The WAF Services support Internet-facing web applications deployed on Oracle Cloud Infrastructure, on Your premises, or at a third party datacenter.

Oracle will provide the following WAF Services for each of Your fully qualified domain name (“FQDN”) protected sites for which You have purchased the WAF Services (“FQDN Protected Sites”):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Identify and document the FQDNs provided by You (“FQDN document”).
3. Configure and apply WAF security policies, first in monitoring then blocking mode, to deliver FQDN protection which includes the following:
    a. Direct end user application traffic to WAF Cloud Service.
    b. Analyze user requests from client devices against WAF security policies following SSL (secure socket layer) termination (the “HTTPS User Requests”) in accordance with the Service Maximums table.
    c. Block or drop HTTPS User Requests that do not comply with the established WAF security policies, such as requests from a specific IP or region or requests that contain malicious code or URLs.
    d. Generate an alert to notify Oracle Security Operations Center ("SOC") of blocked HTTPS User Requests that require further analysis.
    e. Re-encrypt legitimate HTTPS User Requests and forward the request to Your Internet-facing web application servers.
    f. Route legitimate HTTPS User Request responses to Your client devises (the “Egress Traffic”).
    g. Assist You with UAT testing.
    h. Tune the established WAF security policies, including removal of false positives.
4. Integrate the WAF Cloud Service with SOC to enable incident monitoring and response 24 hours per day, seven days per week, 365 days per year (“7x24x365”).
5. Measure HTTPS User Requests and Egress Traffic for Your FQDN Protected Site(s) and provide You with a monthly report.
6. Provide a report, in a format determined by Oracle, documenting WAF alerts for a specified period of time grouped by geo location and types of attacks (the “Web Application Firewall Activity Report”) at the frequency defined in the Service Maximums table.

7. Notify You of newly discovered security vulnerabilities and exploits and work with You to apply protective WAF signatures when available.
8. Triage WAF issues for the duration of the WAF Services, including policy tuning for FDQN Protected Sites.
9. Conduct Service Delivery Reviews in accordance with the Service Maximums table.
10. Provide the following configuration management activities for the WAF Services:
    a. Maintain and document changes to version information for all configuration items.
    b. Maintain architecture documents that represent the current configuration of the WAF Services.
11. Provide the WAF Services as described in the following sections of Appendix 1: Oracle Managed Cloud Service Delivery Policies:
    a. Oracle Managed Services Security Policy, limited to the services listed in Table 1 of the Oracle Managed Cloud Security Policy.
    b. Oracle Managed Services Incident and Problem Management Policy
    c. Oracle Managed Services Continual Service Improvement Policy
12. Provide the following activities associated with decommissioning Your WAF Services upon receipt of Your written notification to terminate the WAF Services:
    a. Identify and confirm an Oracle decommission contact and work with You to establish the departure date.
    b. Complete the decommission upon receipt of Your SR that must be submitted by You at least one week prior to the established departure date.

Service Level and Availability Management

Oracle will provide Managed Cloud Service level and Availability Management as described in Appendix 1: Oracle Managed Cloud Service Delivery Policies, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the WAF Services:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria**. If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %**. The percentage of monthly recurring fees paid for the WAF Services to be credited based on the credit criteria.

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Availability	99.5%	< 99.5%	10%
Service Request Response Time	Service Request Severity Level 1 <= 15 minutes		None

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
	Service Request Severity Level 2 <= 4 hours	<90% of SRs responded to within target	
Performance Against Service Description	Performance of the WAF Services in accordance with this Service Description	As described in this Service Description	As indicated below

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the WAF Services for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the fees paid for the WAF Services for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the WAF Services provided in such month in connection with the Services provided in such month.

Availability Service Level

The Availability Service Level for the WAF Services consists of the measurement of the percentage of time that the Production Web Application Firewall Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or Infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}} \right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Services Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time from the submission of a Service Request in My Oracle Support to Oracle's acknowledgement of the receipt of the SR in My Oracle Support for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environment ("Time to Respond").

SRs for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Services Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
FQDN Protected Sites	Two (2) (Production and corresponding Production Support)
HTTPS User Requests per Month	400 million
Egress Traffic per Month	12 Terabytes
Web Application Firewall Activity Reports	Monthly

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
3. Update Your DNS records to point to the Oracle provided WAF CNAME as required for Oracle to deliver the WAF Services.
4. Configure Your servers to accept traffic from the WAF servers.
5. Provide the public certificate for the FDQN Protected Sites and the corresponding private key and IP address of the public facing endpoint for the associated site.

Service Assumptions

1. Your HTTPS User Requests or Egress Traffic will not exceed the established maximums identified in the Service Maximums table for three consecutive months. If such Service Maximums are exceeded, Oracle will notify You and work with You to identify the root cause and any additional services that You may need to purchase.
2. The WAF Services do not include any services that are not explicitly described in this Service Description.

MCS - Oracle Managed Security Web Application Firewall Service – Additional Internet Site

Part #	Service Offering
B92799	MCS - Oracle Managed Security Web Application Firewall Service – Additional Internet Site

Description of Services

Oracle will provide Oracle Managed Security Web Application Firewall Service – Additional Internet Site (the "Additional FQDN Services") that are designed to configure and manage web application firewall (WAF) policies to help protect Your internet-facing web application against web application attacks utilizing WAF Cloud Service.

Oracle will provide the Additional FQDN Services for one (1) additional fully qualified domain name ("FQDN") protected site ("FQDN Protected Sites").

1. Identify and document the additional FQDN provided by You ("FQDN document") in accordance with and to supplement the established maximums of the following services separately purchased by You (the "Pre-requisite Service"):

Pre-requisite Service:

Part #	Service Offering
B92798	MCS - Oracle Managed Security Web Application Firewall Service – Base, Standard

2. Configure and apply WAF policies in monitoring then blocking mode to deliver FQDN protection which includes the following:
   a. Direct end user application traffic to WAF Cloud Service.
   b. Analyze user requests from client devices against WAF security policies following SSL (secure socket layer) termination (the "HTTPS User Requests") in accordance with the Service Maximums table.
   c. Block or drop HTTPS User Requests that do not comply with the established WAF security policies, such as requests from specific IP or region or requests that contain malicious code or URLs.
   d. Generate an alert to notify Oracle Security Operations Center (SOC) of blocked HTTPS User Requests that require further analysis.
   e. Re-encrypt legitimate HTTPS User Requests and forward the request to Your Internet-facing web application servers.
   f. Route legitimate HTTPS User Request responses to Your client devises (the "Egress Traffic").
   g. Assist with Your UAT testing.
   h. Tune the established WAF security policies, including removal of false positives.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
FQDN Protected Sites	1 Site (FQDN)

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Additional FQDN Services.
3. Update Your DNS records to point to the Oracle provided WAF CNAME as required for Oracle to deliver the Additional FQDN Services.
4. Configure Your servers to accept traffic from the WAF servers.
5. Provide the public certificate for the FQDN Protected Site and the corresponding private key and IP address of the public facing endpoint for the associated site.

Service Assumptions

1. Your HTTPS User Requests or Egress Traffic will not exceed the established maximums for three consecutive months. If such maximums are exceeded, Oracle will notify You and work with You to identify the root cause and any additional services that You may need to purchase.
    a. The Additional FQDN Services do not include any service that is not explicitly described in this Service Description.

MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS

Part #	Service Offering
B90464/B92105	MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS - Website
B90553	MCS - Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS, Custom

Description of Services

Oracle Managed Security Web Application Vulnerability Assessment Service for PaaS and IaaS (the "Services") is designed for Oracle to perform the following activities for one (1) of Your websites, consisting of a collection of related web pages, including static and dynamic content, identified with a common fully qualified domain name (FQDN) (the "Target Website"):

1. Designate a resource who will serve as Your primary point of contact to facilitate account management and service reviews.
2. Conduct Service Delivery Review.
3. Identify and document details of the Target Website and associated Uniform Resource Locators (URLs), unique web pages ("Web Pages") and/or user entry forms ("Forms") to be included in the scope of the scan ("Target Document").
4. Define an unauthenticated web application security scan for the Target Website based on the Target Document (the "Web Application Scans").
5. Run the defined Web Application Scan in an effort to identify cross-site scripting, SQL injection, cookie tampering, malicious file execution, and other web-based vulnerabilities (the "Web Application Scan Execution").
6. Conduct manual assessment to discard any false positives as a result of the Web Application Scan.
7. Provide You with a scan report, in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies, which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html, that will include the following (the "Assessment Report"):
    a. An executive summary;
    b. Technical analysis;
    c. Vulnerabilities and associated security risks; and
    d. Recommendations for remediation.
8. Review the Assessment Report with You during the Service Delivery Review.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	4 per year

Service Maximums	
Target Websites	1
Web Pages or Forms Per Target Website	20
Web Application Scan Executions	4 per year
Assessment Reports	4 per year

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services suitable Oracle PaaS and/or IaaS subscriptions to support the web application against which the Service will be executed.
2. Provide the fully qualified URL for the internet facing website against which the Service will be executed, and suitable hours during which the assessment may be carried out.
3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services, if required.

Service Assumptions

1. Your Target Website must be internet facing.
2. The Services will be delivered remotely.

MCS - Oracle Operational Readiness for Oracle Cloud Guard Service

Part #	Service Offering
B96641/B96628	MCS – Oracle Operational Readiness for Oracle Cloud Guard Service
B98257	MCS - Oracle Supplemental Resource - MCS Advanced Support Engineer - Day
B98258	MCS - Oracle Supplemental Resource - MCS Senior Advanced Support Engineer - Day
B98259	MCS - Oracle Supplemental Resource - MCS Technical Account Manager I - Day
B98260	MCS - Oracle Supplemental Resource - MCS Technical Account Manager II - Day
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day

Description of Services

Oracle will provide guidance for baseline operational tuning and security configuration for Oracle Cloud Guard deployed in one (1) Oracle Cloud Infrastructure ("OCI") Tenancy by performing the following activities (the "Services"):

1. Designate a resource who will act as Your primary point of contact to facilitate the Services.
2. Enable Oracle Cloud Guard ("Cloud Guard") for the target OCI Tenancy.
3. Review the logical security requirements, including compartment and resource policies, in Your target OCI Tenancy.
4. Validate the high-level design of Your Cloud Guard deployment in Your OCI Tenancy (the "Cloud Guard Targets").
5. Review the Cloud Guard detector recipes that are used to scan Your Cloud Guard Targets.
6. Advise on the potential use of one (1) custom detector recipe for Your Cloud Guard Targets based on Your specific security requirements.
7. Advise on the functionality of up to five (5) standard Cloud Guard responders that may meet Your requirements for deployment in Your OCI Tenancy.
8. Provide a high-level analysis of issues identified in Your Cloud Guard Targets, including recommended actions to remediate the identified issues.
9. Provide guidance and recommendations on the usage of Cloud Guard capabilities.
10. Provide a report of findings, in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies, which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
11. Conduct a final meeting to review the report of findings and Oracle's recommendations.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Operational Readiness for Oracle Cloud Guard Service*:

1. Coordination and planning of Initiation Phase activities
2. Advisory activities related to the following:
    a. Adoption of custom detector recipes for the defined Oracle Cloud Guard targets
    b. Functionality of standard Cloud Guard responders
    c. Usage and configuration of Oracle Cloud Guard capabilities
    d. Oracle Cloud Guard issues and potential workarounds
3. Local language support

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to those in the Policies:

1. Procure and maintain for the duration of the Services Your OCI subscription.
2. Define the target OCI Tenancy and Cloud Guard Targets.
3. Authorize Oracle to enable Cloud Guard.
4. Provide Oracle resources with access to Cloud Guard as required to deliver the Services.
5. Designate Your security point of contact who will communicate with Oracle related to the Services.
6. Provide to Oracle Your specific security requirements for Cloud Guard custom detector recipes and responders.
7. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any Services not used within the six (6) months from the date Your order is placed will be automatically forfeited by You, with no further action required of either party, and You will not be entitled to a refund, or any credit toward additional or other Services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any Services other than the Operational Readiness for Oracle Cloud Guard Services stated herein.

MCS – Oracle Security Assessment for Oracle E-Business Suite

B108031	MCS – Oracle Security Assessment for Oracle E-Business Suite
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day

Description of Services

Security Assessment for Oracle E-Business Suite (the "Services") consists of a one-time security assessment of the identified Oracle E-Business Suite environment(s) ("Target Environment(s)"). Oracle will perform the following activities for Your Target Environment(s) for up to six (6) oacore Java virtual machines:

1. Designate an Oracle resource who will act as Your primary point of contact for the Services.
2. Work with You to identify and document the Target Environment(s) to be scanned, including any network and setup requirements for the scan sensor.
3. Perform one (1) application security assessment scan of the Target Environment(s) (the "Assessment Scan").
4. Review the results of the Assessment Scan and analyze the findings.
5. Provide You with a scan report (the "Assessment Report"), in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies, which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html, that will include the following:
    a. A technical analysis
    b. Identified vulnerabilities
    c. Recommendations for remediation.
6. Schedule a final meeting with You to review the Assessment Report.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with the following in furtherance of the services provided under Your order for Oracle Security Assessment Service for Oracle E-Business Suite:

1. In-depth guidance on security assessment findings and recommendations for remediation.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Work with Oracle to identify and document the Target Environments.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, and this service description.
3. If the Services are provided for Target Environments on-premises install and operate the scan sensor based on instructions provided by Oracle.
4. Be responsible for the implementation of the recommendations for remediation provided by Oracle, as appropriate.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

MCS - Oracle Vulnerability Assessment Service for Hybrid Cloud

Part#	Service Offering
B108110/ B108047	MCS – Oracle Vulnerability Assessment Service for Hybrid Cloud
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day
B98257	MCS – Oracle Supplemental Resource – MCS Advanced Support Engineer - Day
B98258	MCS – Oracle Supplemental Resource – MCS Senior Advanced Support Engineer - Day
B98259	MCS – Oracle Supplemental Resource – MCS Technical Account Manager I - Day
B98260	MCS – Oracle Supplemental Resource – MCS Technical Account Manager II - Day

Description of Services

Oracle will perform the following activities designed to detect vulnerabilities for Your on-premises environments or Your environments on Oracle Cloud Infrastructure ("OCI"), in accordance with the Service Maximums below (the "Services").

1. Designate a resource who will act as Your primary point of contact for the Services.
2. Document the hosts in Your on-premises environment(s) or the virtual machines ("VMs") in Your OCI environment(s) to be scanned as identified by You.
3. Deploy the scan agents on the hosts or VM(s).
4. Run a vulnerability scan of the hosts or VMs to identify external network related vulnerabilities and vulnerabilities that may be exploited from within the internal network and operating system.
5. Create a vulnerability assessment report based on the vulnerability scans in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
6. Schedule a meeting with You to deliver the vulnerability assessment report detailing the findings, identified vulnerabilities, and recommendations for remediation.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Type	Quantity/Frequency
Number of physical hosts or VMs	up to 30
Number of vulnerability scans	One (1)
Number of vulnerability assessment reports	One (1)

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with the following in furtherance of the services provided under Your order for Oracle Vulnerability Assessment Service for Hybrid Cloud:

1. In-depth guidance on vulnerability assessment findings, identified vulnerabilities, and recommendations for remediation

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For vulnerability scans provided for hosts or VMs in environments where Oracle does not have access, install a scanning agent in the environment per Oracle instructions and engage Your network security team to approve and allow traffic on the nominated ports to Oracle's scanning agent destination IP address.
2. Acknowledge that the Services do not include penetration testing.
3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. Be responsible for implementing the recommendations for remediation provided by Oracle.

Unused Services

The Services must be used within six (6) months from the date Your order is placed. Any services not used within six (6) months from the date Your order is placed will be automatically forfeited with no further action required by either party. You will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for the Services. You may not use the fees for any services other than the Services stated herein.

MCS - Oracle Vulnerability Assessment Service for Hybrid Cloud, Advantage

Part#	Service Offering
B108234	MCS - Oracle Vulnerability Assessment Service for Hybrid Cloud Advantage - Quarterly Assessments
B108235	MCS - Oracle Vulnerability Assessment Service for Hybrid Cloud Advantage - Monthly Assessments
B95407	MCS - Oracle Managed Cloud Services Supplemental Resources - Day

Description of Services

Oracle will perform the following activities designed to detect vulnerabilities for Your on-premises environments or Your environments on Oracle Cloud Infrastructure ("OCI"), in accordance with the Service Maximums documented in Your order (the "Services").

1. Designate a resource who will act as Your primary point of contact for the Services.
2. Document the hosts in Your on-premises environment(s) or the virtual machines ("VMs") in Your OCI environment(s) to be scanned as identified by You.
3. Deploy the scan agents on the hosts or VM(s).
4. Run vulnerability scans of the hosts or VMs to identify external network related vulnerabilities and vulnerabilities that may be exploited from within the internal network and operating system.
5. Create vulnerability assessment reports based on the vulnerability scans in a format determined by Oracle and subject to Oracle's Security Vulnerability Disclosure Policies which are available at https://www.oracle.com/corporate/security-practices/assurance/vulnerability/disclosure.html.
6. Schedule meetings with You to deliver the vulnerability assessment report detailing the findings, identified vulnerabilities, and recommendations for remediation.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, remotely, up to the number of days per resource role set forth in Your order ("Supplemental Resources") to assist with the following in furtherance of the services provided under Your order for Oracle Vulnerability Assessment Service for Hybrid Cloud:

1. In-depth guidance on vulnerability assessment findings, identified vulnerabilities, and recommendations for remediation

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. For vulnerability scans provided for hosts or VMs in environments where Oracle does not have access, install a scanning agent in the environment per Oracle instructions and engage Your network security team to approve and allow traffic on the nominated ports to Oracle's scanning agent destination IP address.
2. Acknowledge that the Services do not include penetration testing.

3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. Be responsible for implementing the recommendations for remediation provided by Oracle.

MCS – Security Account Manager

Part #	Service Offering
N/A	MCS – Security Account Manager
B98270	MCS - Security Account Manager - Day - Prepaid
B98271	MCS - Security Account Manager - Day

Description of Services

Oracle will assign an account manager as Your primary contact for security and compliance regarding Your combined use of Oracle products and Oracle services ("Security Account Manager"). The Security Account Manager will perform the following activities:

1. Develop and maintain a security roadmap that aligns Your security and compliance requirements across Your Oracle products and Oracle services (the "Security Roadmap").
2. Support You during external security audits and provide guidance on regulatory compliance and any associated changes to Your security policies and Security Roadmap.
3. Analyze new Oracle products and/or Oracle services for inclusion in Your Security Roadmap.
4. Coordinate the delivery of any security and compliance services provided by Advanced Customer Services that You have separately purchased and provide input to align Your specific security configurations with Oracle's security practices and standards.
5. Address Your security related questions and requests for assistance or information.
6. Advise You on availability of security related training and coordinate any identified training that may help You with Your adoption of Oracle products and Oracle services and any related security services.

MCS - Oracle Cloud Service Units (CSUs)

Part #	Service Offering
B87404/B90168	MCS - Cloud Service Units

Description of Services

Oracle Cloud Service Units (CSUs) may be used to obtain a wide variety of Managed Services as described in the *Oracle Cloud Service Unit Catalog which may be viewed at* available at https://support.oracle.com by searching on Document ID 784630.1.

CSUs are available for flexible month-to-month consumption and will expire one year from the start of the Services for such CSUs. Any unused quantity of CSUs that remain at the end of the one year period will be forfeited and Oracle shall have no further obligation with respect to such unused CSUs.

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for purchasing the number of CSUs required to support Your Environment.
2. Acknowledge and agree that Oracle will invoice you and You shall pay all fees for CSUs upon Oracle acceptance of Your order.

Service Assumptions

1. Your order for Oracle Cloud Services is subject to the *Appendix 1: Oracle Managed Services Delivery Policies*.

ORACLE MANAGED SERVICES FOR ON PREMISES

MCS - Oracle Business Help Desk for Applications Unlimited for On-Premise

Part #	Service Offering
B92016	MCS - Oracle Business Help Desk for Applications Unlimited for On-Premise
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day

Description of Services

Oracle will provide the Oracle Business Help Desk for Applications Unlimited for On-Premise described herein (the "Help Desk Services") in accordance with the Managed Services Exhibit, including, but not limited to, the following: (a) the specific Oracle Programs subject to the Help Desk Services (the "Identified Oracle Programs"); (b) the number of CEMLIs subject to the Help Desk Services (the "Identified CEMLIs"); and (c) the critical business processes to be monitored (the "Critical Business Processes").

The Help Desk Services consist of:

1. A Technical Account Manager ("TAM") that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.
2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Identified Oracle Programs and Identified CEMLIs; (b) Your existing processes and procedures, including the Critical Business Processes; (c) Your functional and technical design documents; and (d) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit, and the Identified Oracle Programs and the Identified CEMLIs may not be changed once identified in the plan during the Initiation Phase.
3. Critical business process management support for the duration of the Help Desk Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of Critical Business Processes shall not exceed the number identified in the Managed Services Exhibit.
4. Receiving and managing the following types of Service Requests ("SR(s)") related to the Help Desk Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit (the "Request System"):
    a. Type 1: Standard Functional Support SR
    b. Type 2: Complex Functional Support SR
    c. Type 3: Standard CEMLI SR
    d. Type 4: Complex CEMLI SR
    e. Type 5: New CEMLI SR

    Type 1 SRs, Type 2 SRs, Type 3 SRs, Type 4 SRs, and Type 5 SRs are related through a common unit of measure, the Service Request Unit ("SRU"), in accordance with the Service Request consumption table and as further detailed below.

Service Request Consumption

Service Request Consumption[1]	Oracle Business Help Desk for Applications Unlimited for On-Premise
Units Consumed for Type 1 SRs	1 SRU
Units Consumed for Type 2 SRs	4 SRUs
Units Consumed for Type 3 SRs	15 SRUs
Units Consumed for Type 4 SRs	30 SRUs
Units Consumed for Type 5 SRs	40 SRUs

[1]Service Request Unit consumption is expected to remain level from month to month.

a. Type 1 SR: Standard Functional Support SR

   i. SRs related to the activities described in the following table:

Category	Tasks
End User Management	Initializing new Users Removing existing Users Resetting passwords Defining responsibilities Updating User responsibilities and privileges Defining, updating, and managing User profile options
Software Management	Define and maintain custom menus and functions within the Supported Programs
"How to" questions regarding Supported Programs	Using standard features and functionality of the Supported Programs
Managing Batch Processing and Programs	Defining batch programs within the Supported Programs Scheduling batch programs Updating batch programs Providing log and output files Setting the batch processing User profile Setting up cross reference values in domain value maps Configuration changes to integration programs

Oracle will address Type 1 SRs in accordance with the Service Request Consumption Table and for the number of SRUs listed in the Managed Services Exhibit.

b. Type 2 SRs: Complex Functional Support SR

   i. SRs related to functional and technical issues that require detailed analysis, are not considered Type 1 SRs, and are not related to a CEMLI Break-fix.

Oracle will address Type 2 SRs in accordance with the Service Request Consumption Table and for the number of SRUs listed in the Managed Services Exhibit.

c. Type 3 SRs: Standard CEMLI SR

i. SRs related to a CEMLI Break-fix which require changes in a single block of code.

ii. SRs related to an individual patch impact analysis for application patches that fix a single application issue.

iii. SRs related to enhancements to a single block of code for one specified CEMLI.

Oracle will address Type 3 SRs in accordance with the Service Request Consumption Table and for the number of Identified CEMLIs listed in the Managed Services Exhibit.

d. Type 4 SRs: Complex CEMLI SR

i. SRs related to CEMLI Break-fixes that require changes in multiple blocks of code in a single CEMLI object.

ii. SRs related to enhancements to multiple blocks of code for one specified CEMLI.

Oracle will address Type 4 SRs in accordance with the Service Request Consumption Table and for the number of Identified CEMLIs listed in the Managed Services Exhibit.

e. Type 5 SRs: New CEMLI SR

i. SRs related to a new CEMLI request that contains one logical code artifact, such as an integration or report, or extends an existing design, for which Oracle will perform the following:

1. Review the requirements for the new CEMLI documented by You;
2. Advise if Your new CEMLI request can be fulfilled with one New CEMLI SR;
3. Create the new CEMLI, unit test the new CEMLI, and update the documentation repository for the new CEMLI.

Each SR must relate only to a single issue. While additional issues may arise out of an earlier issue for which an SR has been submitted, such subsequent issues are considered new issues and a separate SR must be created for each such issue.

Oracle will work on an open SR until one of the following occurs:

- The underlying issue has been resolved
- A work-around has been implemented
- You and Oracle agree to close the SR.
- The SR is transferred to another group per the terms of this service description
- The SR is determined by Oracle to be outside the scope of the Help Desk Services and transferred back to Your help desk for reassignment to the appropriate team

SRs related to the Identified Oracle Programs and Identified CEMLIs may include the following composites, reports, or integrations provided they are associated with and built for the Identified Oracle Programs:

- Oracle SOA integration composites
- Oracle Analytics Cloud Service Dashboards and Reports
- Oracle Data Integrator integrations

Service Level Management

The performance of the Help Desk Services shall be measured against the following three Service Levels: Service Request Resolution Time, Service Request Response Time, and Performance Against Help Desk Services.

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Help Desk Services under this service description to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of Service Requests responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Help Desk Services	Performance of the Help Desk Services in accordance with this Service Description	As described under Performance Against Help Desk Services Service Level	As indicated below

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR for a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle).

For purposes of calculating Oracle's performance against the Target Resolution Time Service Level or calculating any Service Level Credits, the measurement of Oracle's time-

to-resolve shall begin when an FSDSR is entered into the queue in the Request System that is monitored by Oracle

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in Section C below and calculated in accordance with the following formula:

$$\left\{ \frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \text{ x } 100$$

SRs for which the root cause is subject to exclusion below or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Request Resolution Time calculation.

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \text{ x } 100$$

Service Level Credit At Risk Amount Cap

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Help Desk Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Help Desk Services Service Level

If you demonstrate that Oracle failed to perform Help Desk Services in accordance with this Service Description during a month, You shall be entitled to a Service Level Credit for such failure for such month.

The Service Level Credit for Performance Against Help Desk Services Service Level is three percent (3%) of the total fees paid by You for the Help Desk Services under this service description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level in connection with the Help Desk Services provided in such month.

Service Level Applicability

The applicability of, and Oracle's obligations with respect to the measurement of, Oracle's performance of Help Desk Services against the Service Levels, and Service Level Credits for

the Service Request Resolution Time Service Level, commences only when the Production Environment is used for production purposes and You and Oracle mutually agree that the Production Environment is stable.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Help Desk Services are temporarily suspended under the Order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle as part of the Help Desk Services under this Service Description, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software, including Co-resident Third Party Programs; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by CEMLIs or other customizations; (h) is caused by Your failure to perform the activities indicated in this Service Description; (i) results from any software bugs; (j) occurs within a Non-Production Environment; (k) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Help Desk Services; (l) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (m) occurs prior to the successful completion of a Production Assessment resulting in Production Ready Status (PR) for the applicable Production Environment(s); (n) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (o) is the result of Your changes to access controls for the Help Desk Services established by Oracle ; (p) occurs in a month when You have consumed more than 10 percent of the annual SRUs identified in the Managed Services Exhibit; or (q) or (d) is caused by an issue where an SR has been raised with Oracle Product Support.

Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

SR Severity Level	Severity Level Definition
1	You experience an Unplanned Outage. A Severity Level 1 SR results from a component (system process) level failure, and has one or more of the following characteristics: – The Environment is down and/or inaccessible to all of Customer's End Users – Data is corrupted, resulting in a complete halt to Customer's business operations – Use of the Oracle Programs to conduct business operations cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency – The Environment hangs indefinitely, causing indefinite delays for critical resources or application response You experience a Service Interruption within the Environment that causes a critical impact to Customer's use of the Oracle Programs in one area of Customer's business but is not the result of an infrastructure Outage or component (system process) level failure. No acceptable work around is available, and business operations related to the affected function cannot continue. The Incident is

SR Severity Level	Severity Level Definition
	generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period.
2	You experience an error in expected or documented functionality of the Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable work around and/or fix is available; however, business operations in the Environment can continue in a restricted fashion.
3	You experience an error in expected or documented functionality of the Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A work around and/or fix may be required to restore functionality.
4	You experience a minor or no loss in expected or documented functionality of the Oracle Programs. Severity Level 4 SRs may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Help Desk Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Help Desk Services are subject to the following constraints (the "Service Maximums").

Additional Service Maximums are documented in the Managed Services Exhibit, as applicable.

Service Maximums

Service Type	MCS - Oracle Business Help Desk for Applications Unlimited for On Premise Part# B92016
Account & Service Review Frequency	Monthly
Operational Reporting Frequency	Weekly

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Business Help Desk for Applications Unlimited for On Premise*:

1. Coordination and planning of Initiation Phase activities
2. Post go-live stabilization activities

3. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations related to functional and technical configuration changes based on business requirements
7. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
8. Critical business process monitoring and response
9. Account and Service Reviews
10. Local language support

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Help Desk Services required licenses and technical support for the Identified Oracle Programs.
2. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate SRU tracking and balance reconciliation.
3. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
4. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) existing processes and procedures, including critical business processes; (c) ticketing system, if identified as the Request System in the Managed Services Exhibit; (d) functional and technical design documents; and (e) installation and runtime documents for CEMLIs required to support the Help Desk Services.
5. Provide Oracle with necessary user and role access to the Identified Oracle Programs and Identified CEMLIs as required to deliver the Help Desk Services.
6. Provide source code repository access to Oracle for the Identified CEMLIs.
7. Acknowledge that the Identified CEMLIs have been working in a satisfactory manner for the Identified Oracle Programs for at least thirty (30) days prior to the commencement of the Help Desk Services.

8. Acknowledge that Type 5 SRs are not Severity 1 issues, and that Oracle will work Type 5 SRs during hours of operation 8x5.
9. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Help Desk Services.
10. Identify the Identified Oracle Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Help Desk Services.
11. Perform all functional regression testing, performance testing, and User Acceptance Testing (UAT) for all Changes and work arounds provided by Oracle.

MCS - Oracle Regression Testing Service for On Premise, Configurable

Part #	Service Offering
B92894	MCS – Oracle Regression Testing Service for On Premise, Configurable
B92268	ACS Supplemental Resource for Oracle Cloud - Days
B94355	MCS – Oracle Managed Cloud Services Functional Supplemental Resources Day

Description of Services

Oracle will provide Oracle Regression Testing Services for On Premise (the "On Prem Regression Testing Services") for the Oracle Applications Unlimited programs for which You have purchased On Prem Regression Testing Services (the "Supported Programs"). The Supported Programs may include either one of the following: (i) Oracle E-Business Suite; (ii) Oracle PeopleSoft; (iii) J.D. Edwards Enterprise One; (iv) Oracle Hyperion; or (v) Oracle Database.

Oracle will provide the following activities for the On Prem Regression Testing Services in accordance with the Managed Services Exhibit:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the On Prem Regression Testing Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Managed Services Exhibit.
3. Creation of new test scripts or modification of existing test scripts in accordance with the Service Maximums documented in the Managed Services Exhibit.
4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Managed Services Exhibit, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).
5. A compare of the actual results of the executed Regression Test Scripts with expected results.
6. Creation of an operational report upon the completion of each regression testing cycle.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in

furtherance of the services provided under Your order for *Oracle Regression Testing Service for On Premise, Configurable*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Guidance related to recommendations documented in the SR
3. Post go-live stabilization activities
4. Root cause analysis of high impact issues and Problems and associated completion of corrective actions
5. Coordination with Oracle development and support teams to address complex issues
6. Guidance and recommendations for functional and technical configuration changes in an effort to address service utilization and performance
7. Planning and execution of enhancements based on business requirements
8. Guidance on Oracle standards, practices, and mandatory Oracle updates across configurations
9. Regression Testing planning and execution
10. Account and Service Reviews
11. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. You acknowledge that (i) you have separately acquired and will continue to maintain for the duration of the On Prem Regression Testing Services the licenses and Oracle Software Update License & Support (also referred to as "Premier Support"), or any equivalent successor Oracle technical support offering, for the Identified Supported Programs, (ii) you will maintain licenses and technical support for any Third Party Software or Co-resident Third Party Programs used in your Environments, and (iii) your use of such programs and technical support are governed solely by the agreement(s) under which such licenses and technical support are obtained.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the On Prem Regression Testing Services.
5. Provide Oracle access to Your Non-Production Environment to execute regression testing.

6. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the On Prem Regression Testing Services.
7. Be responsible for resolution of issues and failures identified during regression testing.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

Service Assumptions:

1. Oracle will use Oracle Applications Testing Suite (OATS) and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the On Prem Regression Testing Services.
2. The On Premise Regression Testing Services will be subject to the entitlements identified in the Managed Services Exhibit.
3. The On Premise Regression Testing Services do not include any activities that are not explicitly described in this Service Description.

MCS - Oracle Managed Technical Administration Services On Premise

Part #	Service Offering
B92372	MCS – Oracle Managed Technical Administration Services – On Premise

Description of Services

Oracle will provide Oracle Managed Technical Administration Services On Premise described herein (the "Tech Admin Services") in accordance with the Managed Services Exhibit, including the following: (a) the specific Oracle Programs subject to the Tech Admin Services (the "Supported Oracle Programs"); (b) the number and type of environments subject to the Tech Admin Services (the "Identified Environments"); (c) the databases subject to the Tech Admin Services (the "Identified Databases"); (d) the number of SRs related to EnterpriseOne Configurable Network Computing ("CNC") issues if J.D. Edwards is identified as one of the Supported Oracle Programs(the "JDE CNC Support SRs"); and (e) the supported coverage hours for the respective Supported Oracle Programs (the "Support Coverage").

For the purpose of the Tech Admin Services under this Service Description "Supported Programs" refers to both the Supported Oracle Programs and the Identified Databases that reside in the Identified Environments and Operating System.

The Tech Admin Services consist of:

1. A Technical Account Manager ("TAM") that will serve as Your single point of contact to facilitate account management, assist with any escalations, and provide periodic Service Reviews.
2. Creation of a joint plan during the Initiation Phase that will identify and provide information about (a) the Supported Programs and CEMLIs implemented in the Identified Environments ("Identified CEMLIs"); (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (e) historical information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (f) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (g) change management and escalation processes. The Initiation Phase shall not exceed the time period identified in the ACS Managed Service Exhibit.
3. Incident management of Service Requests ("SRs") related to the Tech Admin Services as submitted by Your level 1 help desk via My Oracle Support or Your ticketing system (the "Request System") in accordance with the Managed Services Exhibit. Each SR must relate only to a single issue.
    a. Acknowledge and manage SRs received from Your help desk.
    b. Assign one of the Severity Levels identified in section 4 below to each SR based on the impact to Your business operations.
    c. Validate SRs and route SRs to the appropriate individual within Oracle.
    d. Coordinate with Your incident management team as required.
    e. Collect system data, such as trace files, log files, and diagnostic information, as necessary to support Incident resolution.
    f. Work on an open SR until one of the following occurs:
        i. The underlying issue has been resolved

ii. A work-around has been implemented

iii. You and Oracle agree to close the SR.

iv. The SR is transferred to another group per the terms of this service description

v. The SR is determined by Oracle to be outside the scope of the Tech Admin Services and transferred back to Your help desk for reassignment to the appropriate team.

g. Monitor progress of SRs and provide status updates throughout the Incident lifecycle.

h. Escalate internally as required in response to urgency and business impact.

i. Validate closure of Incident SRs.

Severity Levels

Severity Level	Severity Level Definition
Level 1	Critical Business Impact. The problem causes complete loss of service for the Environment. Work cannot reasonably continue, the operation is mission critical to Customer's business, and the situation is an emergency. A Severity Level 1 SR meets one or more of the following criteria resulting in the aforementioned complete loss of service: • Data is corrupted • A crucial function is not available • The system hangs indefinitely, causing unacceptable or indefinite delays for resources or response • System crashes, and crashes repeatedly after restart attempts.
Level 2	Significant Business Impact. Incidents that result in part of the Environment being down, causing severe loss of service. No acceptable work-around is available; however, business operations in the Environment can continue to be conducted in a restricted manner.
Level 3	Some Business Impact. The problem causes minor loss of service for the Environment. The impact is an inconvenience, which may require a work around to restore functionality.
Level 4	Minimal Business Impact. The problem causes no loss of use of the Environment. The result is a minor error, incorrect behavior, or a documentation error that does not impede the operation of the system within the Environment.

- Downgrading Severity Levels: If an SR no longer warrants the Severity Level assigned based on its current impact on Your ability to use the Supported Programs for Your business operations, then the Severity Level will be downgraded to a lower Severity Level that most accurately reflects the current impact.
- Upgrading Severity Levels: An SR may be upgraded to a higher Severity Level that most accurately reflects the current impact on Your ability to use the Supported Programs for Your business operations. You must provide Oracle with sufficient information to demonstrate the increased adverse impact of the issue on Your use of the Supported Programs.

4. Problem management activities for unknown root cause of a single Incident or multiple Incidents (a "Problem") to address resolution and avoidance of Problems based on correction of the underlying error in the Identified Environment:

   a. Triage, troubleshoot, and address resolution of Problems described in SRs.

b. Complete, submit, and review with You a Root Cause Analysis report for Severity Level 1 Problem SRs that can be readily reproduced.

c. Coordinate with You to facilitate the resolution of the Problem with other appropriate support team(s) or Oracle Support when a technical administration related Problem cannot be resolved by the Technical Administration Service Desk.

5. Change management activities for Supported Programs to reduce risk by (i) ensuring that Changes to the Identified Environments occur via a mutually agreed documented process; and (ii) documenting approvals of and events related to Changes to the Identified Environments.

   a. Install the Supported Programs in the Identified Environments.

   b. Patch the Identified Environments as required to maintain existing functionality.

      i. Minor releases, upgrades, and patches which change the intended functionality of the Supported Programs are not part of the Tech Admin Services. You may purchase such Changes for additional fees.

   c. Analyze, recommend, and install Critical Patch Updates in the Identified Environments.

   d. Promote CEMLIs following instruction submitted by You in an RFC.

   e. Perform tasks that require administrative privileges for the Supported Programs in accordance with the Managed Services Exhibit:

      i. Refreshes

      ii. Backups and Restores

      iii. Space allocation

      iv. Purge routines

      v. Environment configuration changes

      vi. Security administration, including basic access controls

6. Availability management designed to maintain a consistent level of availability for the Identified Environments:

   a. Analyze recurring Unplanned Outages and make recommendations for improvements to the Identified Environments to increase availability.

   b. Coordinate Planned Outages for the Identified Environments.

   c. Monitor the Supported Programs using the monitoring tools identified in the Managed Services Exhibit:

      i. Identify event threshold violations for proactive response.

      ii. Detect and acknowledge Outages and initiate Incident response.

      iii. Upon request, provide historical data such as operating system performance graphs as available

      iv. Provide You with the list of monitored events for each Identified Environment.

7. Capacity management activities related to current and future capacity and performance considerations for the Identified Environments:

   a. For the Supported Programs

      i. Monitor performance metrics and identify capacity issues.

ii. Make configuration Changes as required to maintain performance of the Supported Programs.

8. Service continuity management activities designed to permit recovery of the Supported Programs in the Identified Environments in the event of an Unplanned Outage:
   a. Assist with identifying file system components, including the database code tree and configuration files that require backup.
   b. Provide Restores in accordance with the Managed Services Exhibit.
9. Disaster recovery (DR) testing activities designed to assist You with DR testing conducted by You once a year for the Disaster Recovery Environments identified in the Managed Services Exhibit, as applicable, limited to the following:
   a. Prepare a plan detailing the scope and success criteria for DR testing (the "DR Test Plan").
   b. Coordinate activities identified in the DR Test Plan.
   c. Create a report summarizing the results of the executed DR Test Plan.
10. Service Level and Availability Management:

- **Service Level Target**. The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for Tech Admin Services under this Service Description to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Environment Availability	99.5%	>99.0% and < 99.5%	1.5%
		<=99.0%	2.0%
Service Request Resolution Time for Severity Level 1 SRs	8 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of Service Requests responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Performance Against Service Description	Performance of the Tech Admin Services in accordance with this Tech Admin Services Service Description	As described under Performance Against Service Description	As indicated below

Environment Availability Service Level

The Environment Availability Service Level consists of the measurement of the percentage of time that the Production Environments identified in the Managed Services Exhibit (collectively, the "Production Environments") are available for access and use by You to conduct business operations. Environment Availability is measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month - Unplanned Outages of any of the Production Environment, in minutes, in such month]}}{\text{Total minutes in the calendar month}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages of a Production Environment shall be used to calculate Oracle's monthly performance against the Environment Availability Service Level.

Unplanned Outages that affect multiple Production Environments shall be counted as the number of minutes of the Unplanned Outage; Unplanned Outage minutes are not accumulated across multiple Production Environments.

Incidents for which the root cause is subject to exclusion below or that occur in a Production Environment during a stabilization period shall not be included in the Environment Availability calculation

Service Request Resolution Time Service Level

The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when an SR is entered into the queue in the Request System that is monitored by Oracle.

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the table above and calculated in accordance with the following formula:

$$\left\{ \frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month)}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \text{x 100}$$

SRs for which the root cause is subject to exclusions below or that occur in a Production Environment during a stabilization period shall not be included in the Service Request Resolution Time calculation.

Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time (during Support Coverage hours) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time Service Level shall be measured on a monthly basis for each SR Severity Level and calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \times 100$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is three percent (3%) of the total fees paid by You for the Tech Admin Services under this Service Description for the month in which the Service Level Credit accrued, MINUS any Service Level Credit calculated under the corresponding Service Request Resolution Time Service Level, MINUS any Service Level Credit calculated under the corresponding Environment Availability Service Level in connection with the Tech Admin Services provided in such month.

Service Level Applicability

The applicability of, and Oracle's obligations with respect to the measurement of, Oracle's performance of Tech Admin Services against the Service Levels, and Service Level Credits for the Environment Availability, Service Request Resolution Time Service Levels, and Service Request Response Time Service Level during the three phases of the Tech Admin Services life cycle is outlined in the following table.

Phase	Applicability of Service Levels and Credits for Environment Availability, Service Request Resolution Time, and Service Request Response Time Service Levels
Prior to Production Go-Live	Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.
Stabilization Period	Service Levels will be measured and reported during a Stabilization Period, but Service Level Credits will not be paid during such period.
Production	Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage; (b) is caused by changes to or failures of either equipment, hardware or infrastructure component not provided by Oracle as part of the Tech Admin Services, including equipment owned or provided by You; (c) is caused by the Internet, which is outside of Oracle's and Your control; (d) is caused by a force majeure event; (e) is caused by a declared Disaster; (f) results from any software bugs; (g) occurs within a Non-Production Environment; (h) is the result of issues that are not within the scope of the Tech Admin Services; (i) is related to or the direct result of an event or failure which occurred prior to the Effective Date of the Ordering Document (e.g., pre-existing service requests); (j) is the result of any network, power transmission, or telecommunications anomaly; or (k) is the result of any action or inaction on the part of persons or entities not associated with Oracle and the delivery of the Tech Admin Services.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Tech Admin Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and continue to maintain for the duration of the Tech Admin Services required licenses and technical support for the Supported Programs.
2. Maintain the hardware and operating system required to support the Tech Admin Services.
3. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; and (c) seamlessly transfer SRs between queues as required for triage and routing purposes.
4. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
5. During the Initiation Phase, provide information about Your (a) Identified Oracle Programs and Identified CEMLIs; (b) Your technical administration and monitoring framework, including any tools; (c) Your existing processes and procedures supporting the Identified Environments; (d) Your functional and technical design documents; (d) historical

information captured from Your Identified Environments on any previous work-around, patches, fixes and/or known error database; (e) Your ticketing system, if identified as the Service Request system in the Managed Services Exhibit; and (f) change management and escalation processes.

6. Provide Oracle with necessary user and role access to the Supported Oracle Programs and Identified CEMLIs as required to deliver the Tech Admin Services.
7. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Tech Admin Services.
8. Coordinate with Oracle to conduct incident management, change management and release management activities within the Identified Environments.
9. While an SR is at Severity Level 1, have a contact available 24 hours per day, 7 days per week, to provide information requested by Oracle, answer questions and participate in diagnostics.
10. Provide written approvals through the change management process for installation of changes of fixes in the Identified Environments.
11. Perform all functional regression, unit and User Acceptance Testing for all Changes and resolutions and work arounds provided by Oracle.
12. Identify the Supported Programs at the beginning of the Initiation Phase; once identified, additional programs or service offerings may not be added to the Tech Admin Services.
13. If Disaster Recovery Environments are part of the Identified Environments manage all aspects of Disaster recovery, including the following:
    a. Disaster recovery planning, setup, monitoring of associated networks, filer replication, service restoration, and ongoing review and monitoring.
14. Agree that Oracle may access Your systems as required for delivery of the Tech Admin Services using an Oracle defined standard virtual private network (“VPN”), multi-protocol label switching (“MPLS”) connection, or Oracle Web Conference (“OWC”).

Service Assumptions

1. Throughout the term of the Tech Admin Services, the Supported Programs must be at a current release that is generally available to Oracle’s commercial customers.
2. The Tech Admin Services do not include any service that is not explicitly described in this Service Description, such as:
    a. Definition or implementation of business practices
    b. Formal Oracle software training
    c. Development or implementation support
    d. Disaster recovery services
    e. System architecture design or validation
    f. Any activities related to migrations of any kind (hardware, software, software versions, operating system versions, database consolidation

RETIRED ORACLE MANAGED SERVICES FOR SOFTWARE AS A SERVICE ("SAAS") - SERVICE DESCRIPTIONS

(ordered with an effective date/a Services Period beginning prior to September 26, 2022)

Service Applicability

The Oracle Managed Services for SaaS are available only for Oracle Programs for which You have purchased one or more of the Oracle Software as a Service listed in the table below ("Supported Programs"), including the associated Supported Programs modules detailed in the referenced Supported Programs service description ("Supported Program Modules"). The *Oracle Fusion Service Descriptions* are available at www.oracle.com/contracts.

Software as a Service
Oracle Fusion ERP Cloud Service
Oracle Fusion Human Capital Management (HCM) Cloud Service
Oracle Fusion Supply Chain Management (SCM) Cloud Service
Oracle Enterprise Performance Management (EPM) Cloud Service
Oracle Warehouse Management Cloud Service
Oracle Logistics Cloud Service
Oracle Customer Service and Support Cloud Service
Oracle CPQ Cloud Service
Oracle Taleo Cloud Service
Oracle Marketing Cloud Service
Oracle Eloqua & Content Marketing Cloud Service
Oracle Responsys Cloud Service

MCS - Oracle Business Help Desk for SaaS

Part #	Service Offering
B90055/ B90164	MCS - Oracle Business Help Desk for SaaS
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS – Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS – Day

B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS – Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle Business Help Desk for SaaS Services (the "Services") consist of the following for the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews;
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.
3. Receiving and managing the following types of Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system, if identified as the Service Request System in the Service Maximums table (the "Request System"):
    a. Type 1: Standard Functional Support Service Request
    b. Type 2: Complex Functional Support Service Request

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the *Oracle Cloud Service Unit Catalog*.

For each SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Oracle Cloud Service Unit Catalog*.

- You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Oracle will work on an open SR until one of the following occurs:

- The underlying issue has been resolved
- A work-around has been implemented
- You and Oracle agree to close the SR.
- The SR is transferred to another group per the terms of this service description
- The SR is determined by Oracle to be outside the scope of the Services and transferred back to Your help desk for reassignment to the appropriate team

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Business Help Desk for SaaS Services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Business Help Desk for SaaS Service Description	As described in the Performance Against Service Description section below	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Level Target column in the table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by 100.

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System;
- Oracle detects an incident and logs the incident as an SR in the Request System; or
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2.

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Business Help Desk for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other

connectivity or communication facility; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure You to provide Cooperation set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

Mix of Severity Levels

The mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table:

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional CSUs (defined in the Service Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs , or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Services are subject to the following constraints (the “Service Maximums”).

Service Maximums

Type		MCS - Oracle Business Help Desk for SaaS
Primary Hours of Operation	SR Types 1 and 2	8x5
	Severity Level 1 SRs	24x7
Service Language		U.S. English
Initiation Phase		1 month

Type	MCS - Oracle Business Help Desk for SaaS
Request System	My Oracle Support (MOS)
Account & Service Review Frequency	Monthly
Operational Reporting Frequency	Weekly
Annual Cloud Service Units[1]	660

[1] Cloud Service Unit consumption shall remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Business Help Desk for SaaS Services*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Issue reproduction
   b. Constructing a reproducible test case
   c. Guidance related to potential workarounds
   d. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; and (c) functional and technical design documents.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to

deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.

5. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
6. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
7. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments based on Service Requests submitted by You.

MCS - Oracle Business Help Desk for SaaS - Extended Support Coverage

Part #	Service Offering
B90056/B90165	MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 16 Hours x 5 Days
B90057/B90166	MCS - Oracle Business Help Desk for SaaS – Extended Support Coverage 24 Hours x 7 Days

Description of Services

Oracle Business Help Desk - Extended Support Coverage (the "Services") consists of:

1. Extension of the Primary Hours of Operation for SR Types 1 and 2 in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B90055/B90164	MCS - Oracle Business Help Desk for SaaS

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Maximum	Primary Hours of Operation (Hours per Day x Days per Week)
Oracle Business Help Desk for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90056/B90165)	16x5
Oracle Business Help Desk for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90057/B90166)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. You must purchase and maintain for the duration of the Service the Pre-requisite Service listed above.

MCS - Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language

Part #	Service Offering
B90058/B90167	MCS - Oracle Business Help Desk for SaaS – Translation Support – Additional One (1x) Language

Description of Services

Oracle Business Help Desk for SaaS - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B90055/B90164	MCS - Oracle Business Help Desk for SaaS

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. You must purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Critical Process Management for SaaS

Part #	Service Offering
B90048/B90157	MCS - Oracle Critical Process Management for SaaS
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle Critical Process Management for SaaS services (the "Services") consist of the following for Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; and (c) Your functional and technical design documents. If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below
3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; (b) review output logs; and (c) review Critical Business Process executions and provide feedback on potential operational improvements. The number of Critical Business Processes and the number of Critical Business Process executions (the "Critical Business Process Runs") shall not exceed the maximum identified in the Service Maximums table below.

    a. Advanced Monitoring.

    For certain Supported Programs where advanced monitoring tools are available Oracle may monitor and analyze Your Critical Business Processes subject to Your authorization and specifications:

    i. Utilize access via an automated account, authorized and provided by You, to telemetry metadata related in certain Supported Programs ("Telemetry Data") to perform detailed process execution analysis.

    ii. Access Telemetry Data using an automated account as mutually agreed and, if Your cloud subscription includes Oracle Break Glass for Your Supported Programs, unique password(s) provided by You.

iii. Provide You with the results of the detailed process execution analysis and any associated recommendations for operational improvements.

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Critical Process Management for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Critical Process Management monitoring and response
3. Account and Service Reviews
4. Local language support

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		**MCS - Oracle Critical Process Management for SaaS**
Primary Hours of Operation	Batch and Processing Management	24x7
Service Language		U.S. English
Initiation Phase		1 month
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Monthly
Operational Reporting Frequency		Weekly
Critical Business Processes		20
Critical Business Process Runs per Month		3000

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.

2. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; and (c) functional and technical design documents.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
5. Authorize Oracle access to capture detailed Telemetry Data based on Your specifications and as required for Oracle to perform advanced monitoring analysis for Critical Business Processes as available for certain Supported Programs.
6. If Your cloud subscription includes Oracle Break Glass for Your Supported Programs provide Oracle with unique passwords every 14 calendar days to access Telemetry Data.
7. Acknowledge that Oracle may store Telemetry Data at Oracle locations worldwide for access by Oracle analysts as required to provide detailed business process execution analysis.
8. Address any issues and/or failures related to batch job runs, integration flows, or application jobs.
9. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
10. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

MCS - Oracle Critical Process Management for SaaS – Additional 5 (5x) Critical Processes

Part #	Service Offering
B90049/B90158	MCS - Oracle Critical Process Management for SaaS – Additional Five (5x) Critical Processes

Description of Services

1. Oracle will identify and document five (5) additional Critical Business Processes, including 750 additional Critical Business Process Runs per month, which Oracle will monitor and for which Oracle will manage SRs in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-requisite Service

Part #	Service Offering
B90048/B90157	MCS - Oracle Critical Process Management for SaaS
B88095	MCS - Oracle Mission Critical Support for SaaS, Entry
B88096	MCS - Oracle Mission Critical Support for SaaS, Basic
B88097	MCS - Oracle Mission Critical Support for SaaS, Standard
B88098	MCS - Oracle Mission Critical Support for SaaS, Advanced
B88373	MCS - Oracle Mission Critical Support for SaaS, Custom
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and maintain for the duration of the Services one (1) of the Pre-requisite Services listed above.

MCS - Oracle Extensions and Integrations Support for SaaS

Part #	Service Offering
B90051/B90160	MCS - Oracle Extensions and Integrations Support for SaaS
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Sr Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle Extensions and Integrations Support for SaaS services (the "Services") consist of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures; (c) Your functional and technical design documents; and (d) installation documents for the Extensions (as defined below). If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.
3. Extension support for the duration of the Services to (a) review and validate extension requirements; (b) modify extensions and/or create new extensions; (c) unit test the new extensions; and (d) document the new extensions.

   Oracle PaaS based extensions to the Identified Supported Programs may include, but are not limited to the following (collectively, "Extensions"):

   a. Oracle Analytics Cloud Service Dashboards and Reports;
   b. Oracle Business Intelligence Cloud Service reports;
   c. Oracle Integration Cloud Service integrations;
   d. Oracle Java Cloud Service Java extensions;
   e. Mobile Cloud Service Application Program Interfaces;
   f. Process Cloud Service processes;
   g. Oracle SOA Cloud Service integration composites; or
   h. Oracle Visual Builder Cloud Service Web Applications

Oracle will receive Service Requests ("SRs") for extension and or integration management activities that are entered by You into My Oracle Support (the "Request System"), evaluate such SRs to determine the SR Type (specified below), and execute Your SR as further detailed in the *Cloud Service Unit Catalog.*

a. Basic Change Event Service Request (Type 3)

b. Standard Change Event Service Request (Type 4)

c. Extended Change Event Service Request (Type 5)

For each such SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog.*

You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

4. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Extensions and Integrations Support for SaaS services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	**Service Level Target**	**Credit Criteria**	**Service Level Credit %**
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Performance Against Service Description	Performance of the Services in accordance with this Oracle Extensions and Integrations Support for SaaS Service Description	As described under Performance Against Service Description	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of all SRs related to Production Environments for the applicable Severity Level which meet the target response times for such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \times 100$$

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System.
- Oracle detects an incident and logs the incident as an SR in the Request System.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}} \right\} \times 100$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Extensions and Integrations Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure to provide Your cooperate set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		**MCS - Oracle Extensions and Integrations Support for SaaS**
	SR Types 3, 4, and 5 for Extensions and Integrations Support	8x5

Maximum		MCS - Oracle Extensions and Integrations Support for SaaS
Primary Hours of Operation	Severity Level 1 SRs for Extensions and Integrations Support	24x7
Service Language		U.S. English
Initiation Phase		1 month
Identified Extensions		150
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Monthly
Operational Reporting Frequency		Weekly
Annual Cloud Service Units[1]		402

[1] Cloud Service Unit consumption shall remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Extensions and Integrations Support for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Guidance related to recommendations documented in the SR
3. Account and Service Reviews
4. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this service description.
2. Purchase and maintain for the duration of the Services Oracle Software as a Service for the Identified Supported Programs prior to commencement of the Services, and any associated Oracle Cloud Infrastructure platform services.

3. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
4. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) installation documents for extensions required to support the Services.
5. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
7. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments or to identified Extensions based on Service Requests submitted by You.

MCS - Oracle Extensions and Integrations Support for SaaS Extended Support Coverage

Part #	Service Offering
B90052/B90161	MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days
B90053/B90162	MCS - Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days

Description of Services

Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage (the "Services") consists of:

1. Extension of the Primary Hours of Operation for SR Types 3, 4 and 5 in accordance with and to supplement the established maximums of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B90051/B90160	MCS - Oracle Extensions and Integrations Support for SaaS

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Maximum	Primary Hours of Operation (Hours per Day x Days per Week)
Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 16 Hours x 5 Days (Part # B90052/B90161)	16x5
Oracle Extensions and Integrations Support for SaaS - Extended Support Coverage 24 Hours x 7 Days (Part # B90053/B90162)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

MCS - Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language

Part #	Service Offering
B90054/B90163	MCS - Oracle Extensions and Integrations Support for SaaS – Translation Support – Additional One (1x) Language

Description of Services

Oracle Extensions and Integrations Support for SaaS - Translation Support - Additional One (1x) Language (the "Services") consists of:

1. Identification and documentation of one additional service language for which the Services will be provided.
2. Translation of Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service"):

Part #	Service Offering
B90051/B90160	MCS - Oracle Extensions and Integrations Support for SaaS

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services the Pre-requisite Service listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Additional Service Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS

Part #:	Service Offering
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium
B92328	MCS - Oracle Mission Critical Support for SaaS, Configurable
B88095/B92112	MCS - Oracle Mission Critical Support for SaaS, Entry
B88096/B92116	MCS - Oracle Mission Critical Support for SaaS, Basic
B88097/B92120	MCS - Oracle Mission Critical Support for SaaS, Standard
B88098/B92124	MCS - Oracle Mission Critical Support for SaaS, Advanced
B88373	MCS - Oracle Mission Critical Support for SaaS, Custom
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II – SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Sr Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle Mission Critical Support for SaaS (the "Services") consist of the following for Your Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews;
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes and procedures, including Critical Business Processes; (c) Your ticketing system if applicable; (d) Your functional and technical design documents; and (e) installation documents for the Extensions (as defined below). If subsequent to the creation of the joint plan the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required and subject to additional fees and the change control process. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below.
3. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; (b) review output logs; and (c) review Critical Business Process executions and provide feedback on potential operational improvements. The number of Critical Business Processes and the number of Critical Business Process executions (the "Critical Business Process Runs") shall not exceed the maximums identified in the Service Maximums table below.
    a. Advanced Monitoring.

For certain Supported Programs where advanced monitoring tools are available Oracle may monitor and analyze Your Critical Business Processes subject to Your authorization and specifications:

i. Utilize access via an automated account, authorized and provided by You, to telemetry metadata related in certain Supported Programs ("Telemetry Data") to perform detailed process execution analysis.

ii. Access Telemetry Data using an automated account as mutually agreed and, if Your cloud subscription includes Oracle Break Glass for Your Supported Programs, unique password(s) provided by You.

iii. Provide You with the results of the detailed process execution analysis and any associated recommendations for operational improvements.

4. Execution of predefined test scripts provided by You, standardized to a maximum of 25 functional steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Service Maximums table below, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated regression test scripts that have been created by raising an Automated Regression Test Type 5 SR and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).
5. You may raise a Type 3 SR, Type 4 SR, or Type 5 SR (as described below) to request modification and/or additional executions of existing test scripts or deletion and/or creation of new test scripts. For each such SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the Cloud Service Unit Catalog.
6. Receiving and managing the following types of Service Requests ("SR(s)") related to the Services as entered by You via My Oracle Support or Your ticketing system (the "Request System"):

a. Standard Functional Support Service Request (Type 1)

b. Complex Functional Support Service Request (Type 2)

c. Basic Change Event Service Request (Type 3)

d. Standard Change Event Service Request (Type 4)

e. Extended Change Event Service Request (Type 5)

Oracle will receive Your SR, evaluate Your SR to determine the SR type, and execute Your SR as further detailed in the *Cloud Service Unit Catalog*.

- For each SR, Your CSU balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog*.
  - You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Oracle will work on an open SR until one of the following occurs:

a. The underlying Incident or Problem is resolved

b. A resolution has been implemented or a work around has been established

c. You and Oracle agree to close the SR

d. The SR is transferred to another group within Oracle (e.g., Oracle Support)

e. The SR is determined by Oracle to be outside the scope of the Services under this Service Description and is transferred back to you for reassignment.

Oracle PaaS based extensions to the Identified Supported Programs may include, but are not limited to the following (collectively, "Extensions"):

a. Oracle Analytics Cloud Service Dashboards and Reports;

b. Oracle Business Intelligence Cloud Service reports;

c. Oracle Integration Cloud Service integrations;

d. Oracle Java Cloud Service Java extensions;

e. Mobile Cloud Service Application Program Interfaces;

f. Process Cloud Service processes;

g. Oracle SOA Cloud Service integration composites; or

h. Oracle Visual Builder Cloud Service Web Applications

7. TAM and SR Prioritization. Available only if You have purchased B93243 - MCS - Oracle Mission Critical Support for SaaS, Premium.

   a. TAM. Oracle will assign a Technical Account Manager (TAM) who will act as Your primary customer management lead and assist with (i) SR management, prioritization, and escalation; (ii) constructing reproducible test cases and determining workarounds for issues identified in an SR, as applicable; (iii) review of SR activity, including status reports, required next steps, and Your SR priorities; and (iv) communicating SRs and Incidents to Oracle Product Development, as required.

   b. SR Prioritization. Oracle will (i) prioritize SRs and Incidents for Your Identified Supported Programs, which result in a product defect and/or are submitted to Oracle Cloud Support, above SRs and Incidents of the same severity level submitted by other Oracle Cloud Services customers; and (ii) initiate internal escalations for Severity 1 and Severity 2 SRs and Incidents for Your Identified Supported Programs in accordance with the Service Request response guidelines published in the Oracle SaaS Public Cloud Services - Pillar Document available on www.oracle.com/contracts.

8. Service Level Management for the Identified Supported Programs and Production Environments for the Oracle Mission Critical Support for SaaS Services under this Service Description as follows:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria.

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	Type 1 – 4 SRs: 24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Oracle Mission Critical Support for SaaS Service Description	As described under Performance Against Service Description	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Level Target Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month which meet the target response times identified in the Service Level Target column in the table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time (during the Primary Hours of Operation) within which an SR affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via the Request System.
- Oracle detects an Incident and logs the Incident as an SR in the Request System.
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{Total number of SRs in a calendar month related to the Services and Production Environment(s) for the applicable Severity Level which meet the target resolution times identified in the Service Levels table above}}{\text{Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month}}\right\} \times 100$$

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Mission Critical Support for SaaS Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

SRs and Incidents for which the root cause is subject to any of the exclusions identified in the following paragraph, shall not be included in the Performance Against Service Description Service Level.

Exclusions

Notwithstanding any provision or interpretation of this Service Description to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component not provided or managed by Oracle, including equipment owned or provided by You; (c) is caused by the Internet or any other

connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by Your failure to provide Your cooperation set forth in this Service Description; (h) results from any software bugs; (i) occurs within a Non-Production Environment; (j) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Services; (k) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (l) results from an event or failure which occurred prior to the effective date of the order (e.g., pre-existing Service Requests); (m) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (n) occurs in a month when you have consumed more than 10 percent of the annual Cloud Service Units identified in the Service Maximums table; (o) is the result of Your changes to access controls for the Services; or (p) is caused by an issue where an SR has been raised with Oracle Product Support.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Your SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to (i) purchase additional Cloud Services Units (defined in the Services Maximums section below) to account for the increased number of Severity Level 1 and Severity Level 2 SRs , or (ii) attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table.

Service Maximums

The Services are subject to the following constraints ("Service Maximums") and any additional Service Maximums documented in the Managed Services Exhibit, as applicable.

Service Maximums

Maximum		MCS - Oracle Mission Critical Support for SaaS, Entry Part# B88095/B92112	MCS - Oracle Mission Critical Support for SaaS, Basic Part# B88096/B92116	MCS - Oracle Mission Critical Support for SaaS, Standard Part# B88097/B92120	MCS - Oracle Mission Critical Support for SaaS, Advanced Part# B88098/B92124
Primary Hours of Operation	SR Types 1-5 and Regression Testing	8x5	8x5	8x5	8x5
	Severity Level 1 SRs and Critical Business Process Monitoring	24x7	24x7	24x7	24x7
Service Language		U.S. English	U.S. English	U.S. English	U.S. English
Initiation Phase		1 month	1 month	1 month	1 month
Identified Extensions		25	50	75	100
Request System		My Oracle Support (MOS)			MOS or Your ticketing system
Account & Service Review Frequency		Monthly	Monthly	Monthly	Monthly
Operational Reporting Frequency		Weekly	Weekly	Weekly	Weekly
Annual Cloud Service Units[1]		240	420	840	1200
Quarterly Regression Test Scripts		15	30	45	60
Critical Business Processes		5	10	15	20
Critical Business Process Runs per Month		750	1500	2250	3000

[1] Cloud Service Unit consumption is expected to remain level from month-to-month

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist

with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Mission Critical Support for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
    a. Issue reproduction
    b. Constructing a reproducible test case
    c. Guidance related to potential workarounds
    d. Guidance related to recommendations documented in the SR
3. Regression Testing planning and execution
4. Critical Process Management monitoring and response
5. Account and Service Reviews
6. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate Cloud Service Unit tracking and balance reconciliation of Cloud Service Units.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures, including Critical Business Processes; (c) ticketing system if applicable; (c) functional and technical design documents; d) Regression Test Scripts and (e) installation documents for extensions required to support the Services.
4. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
5. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Authorize Oracle access to capture detailed Telemetry Data based on Your specifications and as required for Oracle to perform advanced monitoring analysis for Critical Business Processes as available for certain Supported Programs.
7. If Your cloud subscription includes Oracle Break Glass for Your Supported Programs provide Oracle with unique passwords every 14 calendar days to access Telemetry Data.

8. Acknowledge that Oracle may store Telemetry Data at Oracle locations worldwide for access by Oracle analysts as required to provide detailed business process execution analysis.
9. Provide Oracle access to Your Non-Production Environment to execute regression testing.
10. Submit any user requests to Your internal level 1 help desk or similar support layer for evaluation and documentation prior to submitting a Service Request to Oracle.
11. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
12. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the number and type of Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.

Service Assumptions:

1. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments or to identified Extensions based on Service Requests submitted by You.

MCS - Oracle Mission Critical Support for SaaS Extended Support Coverage

Part #	Service Offering
B88099/B92113	MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 16 Hours x 5 Days
B88100/B92114	MCS - Oracle Mission Critical Support for SaaS, Entry – Extended Support Coverage 24 Hours x 7 Days
B88101/B92117	MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 16 Hours x 5 Days
B88102/B92118	MCS - Oracle Mission Critical Support for SaaS, Basic – Extended Support Coverage 24 Hours x 7 Days
B88103/B92121	MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 16 Hours x 5 Days
B88104/B92122	MCS - Oracle Mission Critical Support for SaaS, Standard – Extended Support Coverage 24 Hours x 7 Days
B88105/B92125	MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 16 Hours x 5 Days
B88106/B92126	MCS - Oracle Mission Critical Support for SaaS, Advanced – Extended Support Coverage 24 Hours x 7 Days

Description of Services

1. Oracle will extend the Primary Hours of Operation for SR Types 1-4 and regression testing, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter “Pre-requisite Service”).

Pre-Requisite Service

Part #	Service Offering
B88095/B92112	MCS - Oracle Mission Critical Support for SaaS, Entry
B88096/B92116	MCS - Oracle Mission Critical Support for SaaS, Basic
B88097/B92120	MCS - Oracle Mission Critical Support for SaaS, Standard
B88098/B92124	MCS - Oracle Mission Critical Support for SaaS, Advanced
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Service Maximums

The Services are subject to the following constraints (“Service Maximums”).

Service Maximums

Maximum	Primary Hours of Operation (Hours per Day x Days per Week)
Entry - Extended Support Coverage 16 Hours x 5 Days (Part # B88099/B92113)	16x5
Entry - Extended Support Coverage 24 Hours x 7 Days (Part # B88100/B92114)	24x7
Basic - Extended Support Coverage 16 Hours x 5 Days (Part # B88101/B92117)	16x5
Basic - Extended Support Coverage 24 Hours x 7 Days (Part # B88102/B92118)	24x7
Standard - Extended Support Coverage 16 Hours x 5 Days (Part # B88103/B92121)	16x5
Standard - Extended Support Coverage 24 Hours x 7 Days (Part # B88104/B92122)	24x7
Advanced - Extended Support Coverage 16 Hours x 5 Days (Part # B88105/B92125)	16x5
Advanced - Extended Support Coverage 24 Hours x 7 Days (Part #B88106/B92126)	24x7

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the Pre-requisite Services listed above.

MCS - Oracle Mission Critical Support for SaaS Translation Support, Additional One (1x) Language

Part #	Service Offering
B88374/B92115	MCS - Oracle Mission Critical Support for SaaS, Entry – Translation Support – Additional One (1x) Language
B88375/B92119	MCS - Oracle Mission Critical Support for SaaS, Basic – Translation Support – Additional One (1x) Language
B88376/B92123	MCS - Oracle Mission Critical Support for SaaS, Standard – Translation Support – Additional One (1x) Language
B88377/B92127	MCS - Oracle Mission Critical Support for SaaS, Advanced – Translation Support – Additional One (1x) Language

Description of Services

Oracle will translate Service Requests from English to one (1) additional Service Language identified and documented by Oracle as either (a) Spanish or (b) Portuguese (each referred to herein as the "Selected Language"), and from the Selected Language to English, in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-Requisite Service

Part #	Service Offering
B88095/B92112	MCS - Oracle Mission Critical Support for SaaS, Entry
B88096/B92116	MCS - Oracle Mission Critical Support for SaaS, Basic
B88097/B92120	MCS - Oracle Mission Critical Support for SaaS, Standard
B88098/B92124	MCS - Oracle Mission Critical Support for SaaS, Advanced
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Purchase and maintain for the duration of the Services one of the Pre-Requisite Services listed above.

Service Assumptions:

1. Your Oracle Software as a Service programs for which You are purchasing the Services must be configured with user access and language profile options for both the U.S. English language and the Selected Language as required for Oracle to provide the Services.

MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service, Custom

Part #	Service Offering
B88443	MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service

Description of Services

Oracle Mission Critical Support for SaaS, United States Government Cloud Service (the "Services") consist of the following for Oracle Right Now Service Cloud for United States Government for which You have purchased Oracle Software as a Service:

1. Services in United States Government Cloud that are FedRamp authorized and specifically designed to host Your Supported Programs in a highly secure, fault-tolerant facility located in the United States and managed by vetted local US personnel. Oracle will limit direct administrative access to Your Sensitive but Unclassified Data (SBU) to only those Oracle employees who are U.S. citizens.
2. An Oracle Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
3. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the identified Supported Programs; (b) Your existing processes and procedures, including critical business processes and ticketing system; (c) Your functional and technical design documents; and (d) installation documents for the Extensions (as defined below). The Initiation Phase shall not exceed the time period identified in the Service Maximums table below, and the Identified Supported Programs may not be changed once identified in the plan during the Initiation Phase.
4. Critical business process management support for the duration of the Services to (a) schedule, submit, and monitor the success or failure of batch job runs, integration flows, or application jobs; and (b) review output logs. The number of critical business processes shall not exceed the maximums identified in the Service Maximums table below. Manual regression testing to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event consists of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of (i) manual execution of predefined test scripts provided by You, and (ii) comparing the results of the executed scripts with expected results.
    a. You may raise a Type 3 SR or Type 4 SR (each as described in the table below) to request modification of existing test scripts or deletion and/or creation of new test scripts.
5. Receiving and managing the following types of Service Requests (SRs) related to the Services as entered by You via My Oracle Support or Your ticketing system (the "Request System"):

Service Request Type	Category	Tasks
Type 1 SR	End User Management	• Initializing new Users • Removing existing Users • Resetting passwords • Defining responsibilities • Updating User responsibilities and privileges • Defining, updating, and managing User profile options
	Software Management	• Define and maintain custom menus and functions within the Supported Programs
	"How to" questions regarding Supported Programs	• Using and configuring standard features and functionality of the Supported Programs
	Managing Batch Processing and Programs	• Defining batch programs within the Supported Programs • Scheduling batch programs • Updating batch programs • Providing log and output files • Setting the batch processing User profile • Setting up cross reference values in domain value maps • Configuration changes to integration programs
Type 2 SR	Transactional Support	• Functional and technical issues or configuration setup assistance that require detailed analysis
Type 3 SR	Extension Support Basic	• SRs related to an Extension Break-fix which require changes in a single block of code • SRs related to an individual Supported Program release update impact analysis for release updates that fix a single application issue

Service Request Type	Category	Tasks
		• Modify Regression test scripts (up to 4 scripts of 25 steps per request) • Flexi support to address simple non-standard definition issues e.g., minor enhancements to Extensions
Type 4 SR	Extension Support Complex	• SRs related to an Extension Break-fix which require changes in multiple blocks of code • Create Regression test scripts (up to 4 scripts of 25 steps per request) • Flexi support to address complex non-standard definition issues e.g., minor enhancements to Extensions

Oracle will receive Your SR, evaluate Your SR to determine the SR Type and execute Your SR associated with functional management services and personalization and extension support.

Functional management services may consist of (a) basic administrative, functional, and technical support, such as User management, functional setups and configurations, or batch processing setup; or (b) detailed functional and technical analysis of transactional issues.

Personalizations are runtime, User-made changes to artifacts in the User interface such as rearrangement of page regions, removal of content, changes to column width, or saving search parameters.

Extensions may include (collectively, "Extensions"):

- Java Extensions to the Supported Programs developed on Oracle Java Cloud Service
- Oracle Business Intelligence Cloud Service reports
- Service Oriented Architecture Cloud Service integration composites
- Integration Cloud Service integrations
- Mobile Cloud Service Application Program Interfaces
- Process Cloud Service processes

6. Oracle Managed Services Service level and Availability Management Policy as described in the Appendix 1: Oracle Managed Services Service Delivery Policies, excluding Application Availability Service Level, for the Identified Supported Programs and Production Environments as follows for the Oracle Mission Critical Support for SaaS, United States Government Cloud Service under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis;
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the associated Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit;
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria;

Service Levels	Service Level Target	Credit Criteria	Service Level Credit %
Service Request Resolution Time for Severity Level 1 SRs	▪ Severity Level 1, Type 1 SRs: 8 hours ▪ Severity Level 1, Type 2 SRs: 8 hours ▪ Severity Level 1, Type 3 SRs: 12 hours ▪ Severity Level 1, Type 4 SRs: 12 hours	<90% of Severity 1 Level SRs resolved within target	1.5%
Service Request Resolution Time for Severity Level 2 SRs	24 hours	<90% of Severity 2 Level SRs resolved within target	1.5%
Service Request Response Time	Severity Level 1: 30 minutes	<90% of SRs responded to within target	None
	Severity Level 2: 60 minutes		
	Severity Level 3: 8 hours		
	Severity Level 4: 24 hours		
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in the Performance Against Service Description section below	3%

Service Request Response Time

The Service Request Response Time Service Level measures the elapsed time (during the Primary Hours of Operation as defined below) from the submission of an SR in the applicable queue in the Request System that is monitored by Oracle to Oracle's acknowledgement of the receipt of the SR in the Request System ("Time to Respond").

The Service Request Response Time shall be measured on a monthly basis calculated in accordance with the following formula:

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level during the applicable month, which meet the target response times identified in the Service Levels table above

divided by

Total number of SRs related to the Services and Production Environment(s) for the applicable Severity Level in such calendar month

multiplied by

100.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is three percent (3%) of the total fees paid for the Oracle Mission Critical Support for SaaS, United States Government Cloud Services under this Service Description for the month in which the Service Level Credit accrued.

Performance Against Service Description

If You demonstrate that Oracle failed to perform the Services in accordance with this Service Description during a particular month, You shall be entitled to a Service Level Credit as described in the Service Levels table above for such failure for such month, MINUS any Service Level Credit earned under the Service Request Resolution Time Service Levels in connection with the Services provided in such month.

Mix of Severity Levels

It is expected that the mix of Severity Levels for SRs logged by You in connection with the Services will not exceed the percentage listed in the following table.

SR Severity Level Mix

Severity Level	Percentage of SRs
Severity Level 1 SRs and Severity Level 2 SRs	20% of all of Customer's SRs

If the number of Severity Level 1 and Severity Level 2 SRs logged by You exceeds 20 percent of the total number of SRs in three consecutive months, Oracle will work with You to attempt to identify the root cause and develop a plan for reducing the number of Severity Level 1 and Severity Level 2 SRs to the level identified in the SR Severity Level Mix table above.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximum		**MCS - Oracle Mission Critical Support for SaaS, United States Government Cloud Service,** Part# B88443
Primary Hours of Operation	SR Types 1-4 and Regression Testing	8x5
	Severity Level 1 SRs and Critical Business Process Monitoring	24x7
Service Language		U.S. English
Initiation Phase		1 month
Request System		My Oracle Support (MOS)
Account & Service Review Frequency		Custom
Operational Reporting Frequency		Custom
Monthly Regression Test Scripts		Custom
Critical Business Processes		Custom

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. If the Request System will be Your ticketing system, (a) allow Oracle to access the Request System and its reporting capabilities; (b) provide Oracle with the functionality to segregate SRs from other queues in the Request System; (c) seamlessly transfer SRs between queues as required for triage and routing purposes; and (d) provide Oracle with a monthly SR report to facilitate tracking.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Purchase and maintain for the duration of the Services Oracle Software as a Service for United States Government Cloud Service for the Identified Supported Programs prior to commencement of the Services.
4. During the Initiation Phase, provide information about Your (a) Supported Programs; (b) existing processes and procedures, including critical business processes and ticketing

system; (c) functional and technical design documents; (d) regression test scripts and (e) installation documents for Extensions required to support the Services.

5. Provide Oracle with necessary user and role access to the Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
6. Submit Service Requests with sufficient information and detailed documentation as required for delivery of the Services.
7. Identify the Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change.

MCS - Oracle Regression Testing Service for SaaS

Part #	Service Offering
B90050/B90159	MCS - Oracle Regression Testing Service for SaaS
B92892	MCS - Oracle Regression Testing Service for SaaS, Configurable
B87518	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager I – SaaS - Day
B87519	Oracle Supplemental Resource for Oracle Cloud – Technical Account Manager II– SaaS - Day
B87520	Oracle Supplemental Resource for Oracle Cloud – Advanced Support Engineer – SaaS - Day
B87521	Oracle Supplemental Resource for Oracle Cloud – Senior Advanced Support Engineer – SaaS - Day
B92268	ACS Supplemental Resource for Oracle Cloud - Days

Description of Services

Oracle Regression Testing Service for SaaS (the "Services") consists of the following for the Oracle Programs for which You have purchased one or more of the Supported Programs:

1. A Customer management lead to serve as Your single point of contact to facilitate account management and service reviews.
2. Creation of a joint plan during the Initiation Phase that will identify the specific Supported Programs subject to the Services ("Identified Supported Programs") and provide information about (a) the Identified Supported Programs; (b) Your existing processes, procedures, and test scripts; and (c) Your functional and technical design documents; If subsequent to the creation of the joint plan, the parties agree to include additional Supported Programs within the Identified Supported Programs, additional Initiation Phase activities will be required subject to additional fees. The Initiation Phase shall not exceed the time period identified in the Service Maximums table below
3. Execution of predefined test scripts provided by You, standardized to a maximum of 25 steps per script, for up to the number of test scripts (the "Regression Test Scripts") identified in the Service Maximums table below, to validate functionality of the Identified Supported Programs in Your Production Support Environment following an event. An event may consist of (a) application of releases or patches; (b) introduction of new modules or Extensions; or (c) application configuration changes. The regression testing will consist of either: (a) manual execution of the Regression Test Scripts and comparing the results of the executed scripts with expected results; or (b) execution and review of results of automated Regression Tests Scripts that have been created by raising an Automated Regression Test Type 5 SR and added to the Test Script Repository (including application of any programmatic changes to the automated Regression Test Scripts resulting from updates to the Identified Supported Programs, prior to test execution).
4. A compare of the actual results of the executed Regression Test Scripts with expected results.
5. Creation of an operational report upon the completion of each regression testing cycle.

6. To request modification and/or additional executions of existing test scripts, or deletion and/or creation of new test scripts, and subject to Your separate purchase of Cloud Service Units ("CSUs"), Oracle will receive Service Requests ("SR(s)") related to the Services and entered by You via My Oracle Support (the "Request System"), evaluate Your SR to determine the SR Type (specified below), and execute Your SR as further detailed in the Cloud Service Unit Catalog:

   a. Basic Change Event Service Request (Type 3)

   b. Standard Change Event Service Request (Type 4)

   c. Extended Change Event Service Request (Type 5)

   For each SR, Your Cloud Service Unit ("CSU") balance will be decremented by the number of CSUs for the SR Types specified in the *Cloud Service Unit Catalog*. You must have a sufficient balance of CSUs prior to submitting any further Service Requests.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Changes to the Service Maximums for Part B92892, Oracle Regression Testing Services for SaaS, Configurable are documented in the Managed Services Exhibit.

Service Maximums

Maximum	**MCS - Oracle Regression Testing Services for SaaS** Part# B90050/B90159
Primary Hours of Operation	8x5
Service Language	U.S. English
Initiation Phase	1 month
Request System	My Oracle Support (MOS)
Account & Service Review Frequency	Quarterly
Regression Test Scripts	400 per year

Supplemental Resources

If included in Your order, Oracle will provide additional resources, either on-site or remotely, up to the number of days[1] per resource role set forth in Your order ("Supplemental Resources") to assist with one or more of the following activities, as applicable for the identified resource role, in furtherance of the services provided under Your order for *Oracle Regression Testing Service for SaaS*:

1. Coordination and planning of Initiation Phase activities
2. Assistance with SRs related to the following:
   a. Guidance related to recommendations documented in the SR

3. Regression Testing planning and execution
4. Account and Service Reviews
5. Local language support

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
2. During the Initiation Phase, provide information about Your (a) Identified Supported Programs; (b) existing processes and procedures; (c) functional and technical design documents; and (d) Regression Test Scripts.
3. Acknowledge that the Services may not be available for all Identified Supported Program Modules.
4. Provide Oracle with necessary user and role access to the Identified Supported Programs as required to deliver the Services. Application user accounts assigned to Oracle resources to deliver the Services may be excluded from Your subscription requirements for the Identified Supported Programs.
5. Provide Oracle access to Your Non-Production Environment to execute regression testing.
6. Submit Service Requests with sufficient information and detailed documentation, a minimum of two weeks in advance of Your testing cycle, as required for delivery of the Services.
7. Be responsible for resolution of issues and failures identified during regression testing.
8. Identify the Identified Supported Programs at the beginning of the Initiation Phase. Once identified, the Identified Supported Programs may not change. You may add a module to an existing Identified Supported Program by submitting a Type 4 SR.

Service Assumptions:

1. Oracle will use Oracle Applications Testing Suite ("OATS") and Selenium as the testing tools for automated regression testing, as applicable. If You are currently using OATS Test Director as the test management tool, You must provide the licenses for OATS Test Director for Oracle to deliver the OCI Regression Testing Services.
2. Part B92892, MCS - Oracle Regression Testing Service for SaaS, Configurable is subject to the entitlements identified in the Managed Services Exhibit.
3. The OCI Regression Testing Services do not include any activities that are not explicitly described in this Service Description.
4. Oracle will follow the change and release management processes as mutually agreed during the Initiation Phase when making changes in Your Supported Program environments based on Service Requests submitted by You.

MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions

Part #	Service Offering
B90406/B90452	MCS - Oracle Regression Testing Services for SaaS – Additional Test Executions

Description of Services

Oracle will provide the manual execution of up to forty (40) additional regression test scripts (the "Services") defined and provided by you (each referred to herein as "Test") in accordance with and to supplement the established maximums of one (1) of the following services separately purchased by You (hereinafter "Pre-requisite Service").

Pre-Requisite Service

Part #	Service Offering
B88095	MCS - Oracle Mission Critical Support for SaaS, Entry
B88096	MCS - Oracle Mission Critical Support for SaaS, Basic
B88097	MCS - Oracle Mission Critical Support for SaaS, Standard
B88098	MCS - Oracle Mission Critical Support for SaaS, Advanced
B88373	MCS - Oracle Mission Critical Support for SaaS, Custom
B92892	MCS - Oracle Mission Critical Support for SaaS, Configurable
B93243	MCS - Oracle Mission Critical Support for SaaS, Premium
B90050/B90159	MCS - Oracle Regression Testing Services for SaaS
B92892	MCS - Oracle Regression Testing Services for SaaS, Configurable

Tests must be performed during the Services term. Any unused quantity of Tests that remain after (1) the end of the Services term or (2) the expiration of the Pre-requisite Services will be forfeited, and Oracle shall have no further obligation with respect to such unused Tests.

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Separately purchase and continue to maintain for the duration of the Services, one (1) of the Pre-Requisite Services listed above.

RETIRED MANAGED SERVICES

MCS - Managed Database Cloud Service

Part #	Service Offering
Retired	MCS - Managed Database Cloud Service

Description of Services

Oracle Managed Database Cloud Service (the "Services") is an Oracle managed service on Oracle Technology Cloud at an Oracle data center or Customer's data center for Oracle Database configured with RAC and Oracle's Active Data Guard program deployed in accordance with the Service Maximums table (the "Deployment Configuration") .

The Services consist of the following as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*

1. Oracle Managed Cloud Security Policy
2. Oracle Managed Cloud Access Management Policy
3. Oracle Managed Cloud Change Management Policy
4. Oracle Managed Cloud Configuration Management Policy
5. Oracle Managed Cloud Release Management Policy including the following:
   a. Periodic Maintenance Plan (PMP) intervals for Managed Database Cloud Services:

Service type	Maximum Interval
Oracle Managed Database Cloud Service (Retired)	• Quarterly

   b. Refreshes for Managed Database Cloud, including post Refresh steps, at the following frequency:

Service type	Maximum Interval
Oracle Managed Database Cloud Service (Retired)	• One per month per database[1]

[1] Assumes average size of 2 OCPUs

6. Oracle Managed Cloud Incident and Problem Management Policy
7. Oracle Managed Cloud Service Monitoring Policy
8. Oracle Pulse
9. Oracle Managed Cloud Capacity Management and Performance Advisory Policy for use of the Oracle Managed Database Cloud Service
10. Oracle Managed Cloud Service Continuity Policy, including the following backup schedule:

Service type	Maximum Interval

Oracle Managed Database Cloud Service (Retired)	• Weekly full and daily incremental, if required

11. Oracle Managed Cloud Continual Service Improvement Policy
12. Oracle Managed Cloud Enhanced Recovery Policy
13. Oracle Managed Cloud Service Decommission Policy
14. Oracle Managed Cloud Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the Oracle Managed Database Cloud Services under this Service Description:

- **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
- **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
- **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Availability	99.5% [1]	<99.5%	10%
	99.95% [2]	<99.95%	
Service Request Response Time	Service Request Severity Level 1<=2 hours Service Request Severity Level 2<=4 hours	<90% of Service Requests responded to within target	None
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

[1] Service Level Target applies to either of the following:

- A single instance deployment in conjunction with any edition of Oracle Database Cloud Service (e.g., Standard Edition, Enterprise Edition, High Performance), or Oracle Database Exadata Cloud Service (e.g., Quarter Rack, Half Rack, Full Rack).
- A database deployment on RAC with Oracle Database Cloud Service – Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service (e.g., Quarter Rack, Half Rack, Full Rack).

[2] Service Level Target applies to the following:

- Deployment on RAC at a primary and secondary data center in conjunction with Oracle Database Cloud Service – Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service with Oracle Active Data Guard.

Availability Service Level

The Availability Service Level consists of the measurement of the percentage of time that the Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{\frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}}\right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Cloud Service Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Service Request Response Time Service Level

The Service Request Response Time Service Level measures the elapsed time from the submission of a Service Request in My Oracle Support to Oracle's acknowledgement of the receipt of the SR in My Oracle Support for a Severity Level 1 or Severity Level 2 Incident affecting a Production Environment ("Time to Respond").

SRs for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Cloud Service Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

Performance Against Service Description Service Level

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the Services provided in such month.

Service Maximums

The Services are subject to the following types and quantities ("Service Maximums").

Service Maximums

Maximums	**Managed Database Cloud Service, Standard** (Retired)
Deployment Configuration	Single Instance, or RAC[1]
RAC	Included
Security	Weekly patching, Transparent Data Encryption Management

Maximums		Managed Database Cloud Service, Standard (Retired)
Service Plan Update & Service Request Review Frequency		Quarterly
Account & Service Review Frequency		Annual
Availability Plan Frequency		Annual
Enhanced Recovery Services with Oracle Active Data Guard[2]	RTO/RPO	24 hours/2 hours
	Testing Frequency	Annual

[1] RAC is not supported on, and may not be used with, Oracle Compute Cloud Services.

[2] Requires, and is included with, Oracle Database Cloud Service - Enterprise Edition Extreme Performance, or Oracle Database Exadata Cloud Service with Oracle Active Data Guard)

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. You are responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Delivery Policies, and this Service Description.
2. You are responsible for procuring and maintaining for the duration of the Services adequate computing capacity for the performance of the Oracle Managed Database Cloud Service (Retired) Service.
3. You must spend a minimum of USD $8,300 per month per order for Oracle Managed Database Cloud services.

MCS - Oracle Managed Exadata Database Cloud Service

Part #:	Service Offering
~~B92490~~ retired	MCS - Oracle Managed Exadata Database Cloud Service - Bundled Base Per Rack
~~B92489~~ retired	MCS - Oracle Managed Exadata Database Cloud Service - Standard Base Per Rack
~~B92491~~ retired	MCS - Oracle Managed Exadata Database Cloud Service - Cluster Per Rack
~~B92492~~ retired	MCS - Oracle Managed Exadata Database Cloud Service - Managed OCPU

[The part numbers listed in the table above for Oracle Managed Exadata Database Cloud Service, formerly available for the Exadata physical racks, VM clusters, and OCPUs identified in the Managed Service Exhibit have been retired. Oracle Managed Exadata Database Cloud Service is now available for ExaCS and ExaCC physical racks, VM clusters, and Pluggable Databases as documented in the Service Description for Oracle Managed Exadata Database Cloud Service under section ORACLE MANAGED SERVICES FOR PLATFORM AS A SERVICE (“PAAS”) AND INFRASTRUCTURE AS A SERVICE (“IAAS”) - SERVICE DESCRIPTIONS].

MCS - Oracle Managed Security Operation Center for Cloud

Part #	Service Offering
~~B90043/B90150~~ Retired	MCS - Oracle Managed Security Operations Center for Cloud
~~B90151~~ Retired	MCS - Oracle Managed Security Operations Center for Cloud, Custom

Description of Services

The Oracle Managed Security Operation Center for Cloud service ("the Services") utilize Oracle's Cloud Access Security Broker (CASB) technology to provide You with alerts monitoring, reporting, and incident response.

The Services consist of the following activities for up to the number of CASB instances identified in the Service Maximums table ("CASB Instances"):

1. Provide a named security service manager to manage delivery of the Services.
2. Register the instances for each Cloud application for which the Services will be provided (the "Cloud Applications") in CASB for security monitoring (the "Registered Instances"); the Cloud Applications must be supportable by CASB.
3. Provide You with access URLs and administrative Usernames and passwords.
4. If required by You, perform the following configurations for CASB:
    a. Configure Oracle's Identity Cloud Service (IDCS), or the applicable solution provided by the Third-Party Vendor Okta (the "Identity Tool"), as the identity provider (the "Identity Provider").
    b. Configure single sign-On (SSO) access for the CASB administration console through integration with the Identity Tool.
    c. Setup IDCS as the Identity Provider in CASB to accommodate SSO access for the Cloud Applications.
    d. Configure to monitor for suspicious IP addresses and address ranges, and either whitelist or blacklist them.
    e. Configure to push security control values to the Cloud Applications.
    f. Provide You with quarterly user activity and system audit trail reports.
5. Adjust CASB policy definitions based on Your risk and reporting requirements.
6. Provide an attestation report.
7. Tune security policies in CASB in a continuous effort to improve efficiency.
8. Renew Security Assertion Markup Language (SAML) signing certificates upon expiry and re-configure federation with new certificates.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
CASB Instances	1

Service Maximums	
Cloud Applications	5
Registered Instances per Cloud Application	1
IDCS or Okta Service Instances	1
Attestation Report	1

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Identify the Cloud Application(s) for which the Services will be provided.
2. Procure and maintain for the duration of the Services the following:
   a. An Oracle Cloud Access Security Broker subscription
   b. Oracle's Identity Cloud Service subscription and/or Okta, as applicable for SSO functionality
   c. A license and technical support for ServiceNow
3. Create and provide Oracle with a dedicated CASB user account with appropriate roles and permissions for use in each Cloud Application.
4. Provide SAML metadata of Identity Providers.
5. Provide the users to be configured in CASB as service administrators.
6. Perform user acceptance testing to assist Oracle in configuring and tuning security policies.
7. Review and provide written sign-off of for configuration policies and reports provided by Oracle as a part of the Services.
8. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
9. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.
10. Acknowledge that the Cloud Applications must be supportable by Oracle CASB.

MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud

Part #	Service Offering
Retired	MCS - Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud

Description of Services

Oracle Managed Security Web Application Firewall Service for Oracle Technology Cloud ("the Services") is designed to install, configure, and manage a web application firewall (WAF) to help protect against web application attacks of Your Internet-facing web application sites utilizing WAF cloud service with IP Intelligence Database.

Oracle will provide the Services for each of Your fully qualified domain name ("FQDN") protected sites for which You have purchased the Services ("FQDN Protected Sites").

1. Provide a named security service manager to manage delivery of the Services
2. Identify with You and document the FQDNs ("FQDN document")
3. Measure network bandwidth utilization for Your FQDN Protected Site and provide network bandwidth utilization measured at the 95th percentile over a month in accordance with the Service Maximums table (the "Network Bandwidth Utilization").
4. Conduct Service Delivery Reviews
5. Design and implement WAF for Your Internet-facing Oracle Technology Cloud web applications based on the FQDN document
6. Enable IP Intelligence filtering policies in the WAF for client connections to the FQDN
7. Configure and apply WAF policies in a monitoring and blocking mode
8. Integrate the WAF with Oracle's Security Operations Center (SOC) to enable incident monitoring and response services 24 hours per day, seven days per week, 365 days per year ("7x24x365")
9. Deliver FQDN protection as follows:
    a. Direct end user application traffic to WAF cloud service
    b. Analyze user requests against WAF security policies following SSL (secure socket layer) termination
    c. Block or drop user requests that contain malicious code and/or generate an alert to notify SOC that the request requires further analysis
    d. Re-encrypt legitimate requests and forward the request to Your Internet-facing web application servers hosted in Oracle Technology Cloud
10. Provide a report, in a format determined by Oracle, documenting WAF alerts over a reported period of time grouped by geo location of the attackers and types of attacks (the "Web Application Firewall Activity Report").
11. Triage issues for the duration of the Services

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums	
Service Delivery Reviews	Quarterly
FQDN Protected Sites	Production and corresponding Production Support
Network Bandwidth Utilization	100 Mbps
Web Application Firewall Activity Reports	Monthly

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Procure and maintain for the duration of the Services the Oracle IaaS and PaaS cloud subscriptions and where applicable Oracle technology licenses to support the Services.
2. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, and this Service Description.
3. Use My Oracle Support to raise Service Requests and/or Requests for Change related to the Services.

MCS - Managed SOA Cloud Service

Part #	Service Offering
~~B88441~~Retired	MCS - Managed SOA Cloud Service, Custom

Description of Services

Oracle will provide Managed SOA Cloud Service (the "Services") on Oracle Technology Cloud at an Oracle data center or Your data center for Oracle SOA Cloud Service with SOA Cloud Service application server and deployed in accordance with the Service Maximums table (the "Deployment Configuration").

The Services consist of the following as described in the *Appendix 1: Oracle Managed Services Delivery Policies*

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy
6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Pulse
9. Oracle Managed Services Continuity Policy
10. Oracle Managed Services Continual Service Improvement Policy
11. Oracle Managed Services Enhanced Recovery Policy
12. Oracle Managed Services Decommission Policy
13. Oracle Managed Services Service level and Availability Management Policy as described in the *Appendix 1: Oracle Managed Services Delivery Policies*, excluding Application Availability Service Level and Service Request Resolution Time Service Level, and including the following for the Oracle Managed SOA Cloud Service under this Service Description:
    - **Service Level Target.** The level of performance under the applicable Service Level that Oracle endeavors to achieve on a monthly basis.
    - **Credit Criteria.** If the monthly performance measured for a Service Level is below the Service Level Target, then the credit criteria are used to determine the applicable Service Level Credit.
    - **Service Level Credit %.** The percentage of monthly recurring fees paid for the Services to be credited based on the credit criteria

Service Level	Service Level Target	Credit Criteria	Service Level Credit %
Availability	99.5%	<99.5%	10%
Performance Against Service Description	Performance of the Services in accordance with this Service Description	As described in this Service Description	As indicated below

Availability Service Level

The Availability Service Level consists of the measurement of the percentage of time that the Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}} \right\} \times 100$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Availability Service Level.

Incidents for which the root cause is subject to exclusion per the *Appendix 1: Oracle Managed Services Delivery Policies* or that occur in a Production Environment during a Stabilization Period shall not be included in the Availability calculation.

Performance Against Service Description

The Service Level Credit for Performance Against Service Description Service Level is ten percent (10%) of the total fees paid by You for the Services under this Service Description for the month in which the Service Level Credit accrued MINUS any Service Level Credit calculated under the corresponding Availability Service Level in connection with the Services provided in such month.

Maximum Aggregate Service Level Credit

The aggregate maximum Service Level Credit is ten percent (10%) of the total fees paid for the Services for the month in which the Service Level Credit accrued.

Service Maximums

The Services are subject to the following constraints ("Service Maximums").

Service Maximums

Maximums	**Oracle Managed SOA Cloud Service, Custom** Part # B88441
Deployment Configuration	Single Instance, or RAC[1] SOA Cloud Service ("SOACS")
RAC	Included
Security	Weekly patching
Service Plan Update & Service Request Review Frequency	Quarterly
Account & Service Review Frequency	Annual
Availability Plan Frequency	Annual

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Services Delivery Policies, and this Service Description.
2. Procure and maintain for the duration of the Services adequate SOA Cloud Service, Compute Cloud Service, and Storage Cloud Service required to meet Your performance requirements for the Oracle Managed SOA Cloud Service.

Service Assumptions:

1. Resilient deployment with RAC software for SOA Cloud Service metadata database and clustered node configuration for application servers uses high availability configuration Oracle Traffic Director load balancer.
2. Oracle Managed SOA Cloud Service is limited to the following domain types:
   a. SOA
   b. Oracle Service Bus
   c. SOA and Oracle Service Bus
   d. SOA and B2B
   e. B2B with SOA and Oracle Service Bus

MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited

Part #	Service Offering
Retired	MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Small
Retired	MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Medium
Retired	MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Large

Description of Services

Oracle Technology Cloud Transition Service for Oracle Applications Unlimited ("Services") consists of:

1. An off-site transition manager intended to provide transition project management and to facilitate delivery of the Services.
2. Assessment of Your existing production environment containing the Oracle Programs (the "source environment") to identify active CEMLIs and verification of the current state of Your Content within the source environment.
3. A documented logistics plan for creating a data export from the source environment to the target environment of the Customer-managed Public Cloud Services purchased by You, and a transition plan for delivery of the Services.
4. Setup and maintenance of the number of Non-Production Environments determined at Oracle's sole discretion as required for delivery of the Services, consisting of the following as described in the *Appendix 1: Oracle Managed Cloud Service Delivery Policies*:
   a. Oracle Managed Cloud Security Policy
   b. Oracle Managed Cloud Access Management Policy
   c. Oracle Managed Cloud Change Management Policy
   d. Oracle Managed Cloud Configuration Management Policy
   e. Oracle Managed Cloud Incident and Problem Management Policy
   f. Oracle Managed Cloud Service Monitoring Policy
5. Assistance with up to two test transitions and a final transition of production data into the Target Production Environment utilizing computing capacity obtained via Your separate purchase of Oracle Compute Cloud Service and Oracle Storage Cloud Service.
6. Changes to the database and file system necessary to comply with Oracle standards for deploying Oracle Programs in conjunction with the Oracle Compute Cloud Service and Oracle Storage Cloud Service.
7. Coordination with the Oracle Support services separately acquired by You for the Oracle Programs in an effort to resolve issues related to Oracle Program functionality that arises in connection with the transition to the target environment.
8. Collaboration with You in an effort to facilitate resolution of issues identified during User Acceptance Testing.
9. Assistance for up to thirty consecutive calendar days immediately following Production Go-Live ("Post Go-Live Assistance Period") to address issues in the Target Production Environment related to the Oracle Programs resulting from the transition.

Your Cooperation and Service Assumptions

Your Cooperation

Subject to the terms in the Policies, the following obligations apply in addition to the obligations in the Policies:

1. Be responsible for Your, Your Users' and Your third parties' use of and access to networks, systems, and all Environments, including use of and access to Your Content, and for compliance by You and such third parties with the terms of the Agreement, order, Appendix 1: Oracle Managed Cloud Service Delivery Policies and this Service Description.
2. Procure and maintain for the duration of the Services the amount of Oracle Compute Cloud Service and Oracle Storage Cloud Service required to provide adequate computing capacity for the performance of the Oracle Programs associated with the Services.
3. Be responsible for any application upgrade activities, CEMLI Break-fix activities, and functional testing activities required as a result of the transition.
4. Be responsible for release management, configuration management, performance management, Incident management, and Problem management for all CEMLIs in the environment.
5. Manage the access and application responsibility privileges of all End Users of the Oracle Programs.

Service Assumptions:

1. The size of the database in the source environment and project duration shall not exceed the maximums identified in the table below.

Service Offering	Maximum Size of Source Environment Production Database	Maximum Project Duration
MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Small	500 GB	3 months
MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Medium	1 TB	5 months
MCS - Oracle Technology Cloud Transition Service for Oracle Applications Unlimited, Large	3 TB	7 months

2. Prior to the expiration of the Post Go-Live Assistance Period, You shall take one of the following three actions:
3. Advise Oracle to decommission the Non-Production Environment(s) provided as part of the Services.
4. Purchase for additional fees, Oracle's Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud for each required Non-Production Environment.
5. Utilize the Non-Production Environment(s) to obtain services for each Non-Production Environment using Oracle Cloud Service Units.
6. Oracle is not responsible for adverse impacts to the Services due to insufficient computing capacity, including to the performance, availability, stability, and manageability of the Oracle Programs associated with the Services.

MCS – Supplemental Resources for Functional Support Analyst

~~B94198~~ Retired	MCS - Oracle Managed Cloud Services Supplemental Resources - Functional Support Analyst - Day
~~B94199~~ Retired/Renamed	MCS - Oracle Managed Cloud Services Supplemental Resources - Senior Functional Support Analyst - Day
~~B94355~~ Retired	MCS - Oracle Managed Cloud Services Functional Supplemental Resources – Day

The Supplemental Resources listed in the table above are no longer available for purchase and have been removed from the applicable service descriptions:

- MCS - Oracle Managed Cloud Helpdesk for Application Unlimited
- MCS - Oracle Business Help Desk for SaaS
- MCS - Oracle Mission Critical Support for SaaS
- MCS - Oracle Regression Testing Service
- MCS - Oracle Business Help Desk for Applications Unlimited

APPENDIX 1: ORACLE MANAGED SERVICES DELIVERY POLICIES

Unless otherwise stated, these *Oracle Managed Services Delivery Policies* (the "Delivery Policies") describe the Managed Services ("Services") ordered by You, if referenced in the applicable Service Description(s), for use in conjunction with Your purchase of an Oracle Cloud Infrastructure (OCI) subscription. These Delivery Policies do not govern OCI.

These Delivery Policies may reference other Oracle Managed Services Policy documents; any reference to "Customer" in these Delivery Policies or in such other policy documents shall be deemed to refer to "You" as defined in the ordering document. For the purpose of the Managed Services ordered by You, "Services Environment" refers to the combination of software components, from the guest virtualization layer up through the application administration layer in the OCI environment in which the Services operate for the Oracle Programs and Required Software that are owned, licensed, or managed by Oracle and to which Oracle grants You and Your Users access.

Overview and Table of Contents

The Managed Services described herein are provided under the terms of the agreement, order, and related service specifications including these Delivery Policies. Oracle's delivery of the Services is conditioned on You and Your users' compliance with Your obligations and responsibilities defined in such documents and incorporated policies. These Delivery Policies, and the documents referenced herein, are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of performance, security, or availability of the Services provided during the Services Period of Your order.

The Delivery Policies include the following:

1. Oracle Managed Services Security Policy
2. Oracle Managed Services Access Management Policy
3. Oracle Managed Services Change Management Policy
4. Oracle Managed Services Configuration Management Policy
5. Oracle Managed Services Release Management Policy
6. Oracle Managed Services Incident and Problem Management Policy
7. Oracle Managed Services Monitoring Policy
8. Oracle Pulse
9. Oracle Managed Services Service Level and Availability Management Policy
10. Oracle Managed Services Capacity Management and Performance Advisory Policy
11. Oracle Managed Services Continuity Policy
12. Oracle Managed Services Continual Service Improvement Policy
13. Oracle Managed Services Enhanced Recovery Policy
14. Oracle Managed Services Decommission Policy

Oracle Managed Services Hours of Operation

The Managed Services are designed to be available 24 hours a day, 7 days a week, 365 days a year except during maintenance periods and as otherwise set forth in the agreement, the order, and these Delivery Policies.

Oracle Managed Services Security Policy

Scope

Oracle provides reasonable and appropriate security measures designed to protect the confidentiality, integrity, and availability of Your Content hosted in the Services Environment utilizing the Managed Services governed by these Delivery Policies. Oracle continually works to strengthen and improve security controls and practices for Oracle Managed Services.

Oracle Managed Services security policies are aligned with the ISO/IEC 27002:2005 (formerly known as ISO/IEC 17799:2005) and ISO/IEC 27001:2005 standards and govern all areas of security applicable to the Services and may exceed requirements mandated by other Oracle security policies referenced in these Delivery Policies.

The general Oracle security management activities relevant to the Managed Services governed by these Delivery Policies are enumerated and summarized in the following table:

Table 1

Organizational Security	*Oracle Security Organization Policy* describes and clarifies the roles and responsibilities of various teams and individuals involved in information security at Oracle.
Organizational Security Infrastructure	*Information Security Policy* describes the principles for development, executive approval, implementation, and maintenance of all information security policies and practices at Oracle
Asset Classification and Control	*Information Protection Policy* provides guidelines for Oracle personnel regarding information classification schemes and handling requirements, *Desktop and Laptop Security Policy* describes mandatory use of anti-virus and firewall software and recommended use of automatic update software. *Oracle Acceptable Use Policy for Company Resources* sets requirements for use of the Oracle corporate network, computer systems, telephony systems, messaging technologies, Internet access, and other company resources.
Human Resources Security	*Code of Ethics and Business Conduct* covers the areas of legal and regulatory compliance and business conduct and relationships as well as compliance-tracked training every two years that also addresses sensitive information handling.
Physical and Environmental Security	*Facility Classification and Minimum Security Standards* sets forth requirements for physical protection and access to information systems.
Communications and Operations Management	*Server Security Policy* sets forth the physical and logical security requirements for all Internet-facing and production servers, *Logging and Log Analysis Policy* describes mandatory practices for log retention, review, and analysis, *Transport Layer Security Policy* describes TLS-based session security for web-based applications, *Network Scanning Request Procedure* govern restricted network scanning and vulnerability testing of Oracle networks and systems.
Access Control	*Logical Access Controls Policy* covers authentication, authorization, access approval, provisioning, and revocation for employees and any other Oracle-defined users with access to Oracle systems which are not Internet-facing, publicly accessible systems. *Password Policy* requires use of strong password controls where passwords are being used as a method of authentication.
Systems Development and Maintenance	*CPU and Security Alerts Implementation Policy* describes requirements and timelines for implementation of updates and patches and associated recommendations. The *Release Media Sanitization and Disposal Policy* provides guidelines on secure erasure of information from all types of electronic media.
Compliance	*Oracle Services Privacy Policy* describes treatment of data that resides on Oracle, customer or Third Party Vendor systems, *Information Security Incident Reporting and Response Policy* describes timely and efficient practices for incident response, and *Security Breach Disclosure Policy* provides internal notification requirements in the event of suspected unauthorized access to personally identifiable information.
Exceptions	You may be required to sign a *Risk Acceptance Memo* detailing any security policy exception acknowledging the related risk to You, Oracle, and other parties (as applicable).

The Oracle security policies identified in Table 1 are confidential and not generally available for review by customers or third parties.

In addition to the general security activities described in Table 1, Oracle will perform the following for the Services:

1. Conduct security compliance tests to identify and address key issues that may impact system performance following Production Go-Live.

2. Log security-related information from activities on operating systems, applications, middleware, and databases and retain such logs for up to one month and may retain if an anomalous event or series of events occur that constitute an information security incident.
3. Follow Your instructions to enable standard database auditing functionality.
4. Secure the default installation of operating systems deployed by Managed Services in the Services Environment by eliminating any system services, configurations, accounts, network protocols and user access rights not required for the virtual server to perform its duties, as well as enable default log file settings for auditing critical events.
5. Address vulnerabilities confirmed by Oracle as valid and follow recommended changes applicable within the scope of the Services.
6. Provide enforcement through a combination of security reviews, assessments, and audits periodically to confirm compliance with the security policies, procedures, and practices.
7. Work with You to identify additional encryption options for the Services not already provided as part of OCI, or otherwise prohibited by Oracle for use with OCI, to protect Your Content from unauthorized access.

Oracle reserves the right to suspend the Services if Oracle detects activity in the Services Environment which appears to be malicious in nature or which could negatively impact the Services or other customer's services. Oracle may disclose data located on Oracle systems, including the Services Environment, as required by law without Your prior consent. When reasonably practicable and lawfully permitted, we will provide You with advance notice of any such disclosure. Oracle may store Your contact information in any country where Oracle does business for internal use and to communicate with You.

Customer Responsibilities

You will:

1. Implement Your own security policies, practices, and procedures.
2. Support Oracle recommendations on system/Service hardening, including authorizing prompt application of security patches and configuration Changes.
3. Authorize changes to Your Content as required for performance of the Services.
4. Determine appropriate classification and control levels for Your Content and provide any appropriate notices and/or obtain required consents relating to its collection and use, including any consents necessary for Oracle to provide the Managed Services.
5. Maintain personnel security for Your employees and contractors.
6. Promptly notify Oracle of any employee-related security issues or concerns that could impact security.
7. Provide anti-virus and firewall security to protect against malicious code at Your workstations and servers used to access the Services.
8. If required, assist Oracle with functional setup for database audit logging.
9. Follow Oracle file transfer procedures when transferring data to the Services.
10. Promptly report to Oracle security Incidents and suspicious activity related to Your use of the Services.

11. Cooperate with Oracle on security Incident management and investigations as well as manage any associated security Incident-related activities including, but not limited to, communication with Your customers.
12. Be solely responsible for Your regulatory compliance in Your use of Managed Services and make Oracle aware of any relevant obligations prior to contract signature.
13. Notify Oracle of any audit requirements and provide Oracle any audit reports generated in connection with an approved audit of the Services, unless prohibited by law.
14. Provide Managed Services the Oracle Cloud log-in credentials and private keys generated as part of OCI to use on Your behalf.
15. You are solely responsible for the results of Your non-compliance with Managed Services security requirements including, but not limited to, any impact from such non-compliance.

Oracle Managed Services Access Management Policy

Scope

Oracle will secure access to the operating systems and administrator privileges to the Oracle Programs, Required Software, and Co-resident Third Party Programs in the Services Environment (collectively, the "Managed Software") within Your Tenancy (the "Oracle Managed Tenancy") or within the Compartment(s) assigned to Oracle by You within Your Tenancy (the "Oracle Managed Compartment") pursuant to the Oracle Managed Services Security Policy described above ("Access Management").

For the Services, Oracle will:

1. Assist You with determining the required Oracle Managed Tenancy and/or Oracle Managed Compartment(s) and associated access rights and privileges.
2. For Oracle Managed Compartments, identify additional OCI components and/or software to be implemented as required for Oracle to provide the Services.
3. For Oracle Managed Compartment(s), use the assigned access and privileges to manage all resources (including user management) in the Oracle Managed Compartments for the Managed Services under these Delivery Policies.
4. For Oracle Managed Tenancies, use Oracle Cloud log-in credentials and private keys generated as part of OCI on Your behalf for the Managed Services under these Delivery Policies.
5. Manage operating system accounts, including root access where available, administrator account and application privileges and maintain secure login procedures as required to provide security, service level and availability management for the Oracle Managed Tenancies and/or Oracle Managed Compartment(s) as described in these Delivery Policies.
6. Limit user access rights as an appropriate operating system hardening measure.
7. Control Your write access to the Production Environment(s) database within the Oracle Managed Tenancies and/or Oracle Managed Compartment(s) with the exception that You have the ability to grant an End User access to update interface tables and CEMLI schema objects.
8. Grant You and Your implementer management rights and write access to Production Support Environment(s) and based on role, to the custom database schemas in the Production Support Environments. Such access will be limited to Post-Production Go-Live and Change Management activities in the Production Environment.

Customer Responsibilities

You will:

1. Consult with Oracle to determine the Oracle Managed Compartment(s) that You need to create within Your Tenancy as required for Oracle to provide the Managed Services under these Delivery Policies.
2. For Oracle Managed Tenancies, provide to Managed Services the log-in credentials and private keys You receive during the provisioning of Your OCI services to facilitate Managed Services delivery of the Services.
3. For Oracle Managed Compartments,
    a. Be solely responsible for the administration of Your Oracle Cloud Infrastructure ("OCI") Tenancy.
    b. Purchase the additional OCI and Software components identified by Oracle and required for providing services in Oracle Managed Compartments.
    c. Create a user group for Oracle administrators with privileges to manage all resources, including user management, within the Oracle Managed Compartment(s).
    d. Create a user group for Your administrators with read-only access to the Oracle Managed Compartment(s).
    e. Strictly enforce the access restrictions to the Oracle Managed Compartment(s) to protect the resources and instances within the Oracle Managed Compartment(s) from unauthorized access and changes.
    f. Ensure that no changes are made to the Oracle Managed Compartment(s) and/or the user group assigned to Oracle administrators unless expressly authorized by Oracle.
    g. Provide security, including workload and network, to ensure the stability and availability of the resources and instances within the Oracle Managed Compartment(s).
    h. Manage resources that are commonly used by Oracle and You in such a manner to avoid any disruption to the availability and stability of the resources within the Oracle Managed Compartment(s):
        i. Network and connectivity resources, including but not limited to virtual cloud network ("VCN"), FastConnect, subnets, dynamic routing gateway ("DRG"), access rules, and virtual private network ("VPN").
        ii. Sufficient storage and common services, such as database backup service and LBaaS that must be available to Oracle at all times for delivery of the Oracle Managed Services.
    i. Acknowledge that as the Tenancy owner You will be solely responsible for any action or event outside of Oracle's control that may result in data loss and/or data corruption, performance instability, and/or access breaches within the environments located in the Oracle Managed Compartment(s).
    j. Notify Oracle immediately of any security, access, and/or stability issues or breaches detected within Your Tenancy.
    k. Utilize Oracle Cloud Infrastructure Audit to monitor and manage access, compliance, integrity, and security alerts with Your Tenancy.
    l. Provide Oracle with access to OCI audit logs for Your Tenancy.

4. Notify Oracle if there are statutory or regulatory compliance requirements regarding Oracle personnel that may access Your Services.
5. Manage, and end as appropriate, all access, role and responsibility definition, non-administrator privileges as well as operating systems access for Your End Users and implementer.
6. Ensure all End Users follow agreed controls and practices for Access Management to provide security, service level and availability management as described in these Delivery Policies.

Oracle Managed Services Change Management Policy

Scope

Oracle will manage and deploy Changes ("Change Management") for the Managed Software pursuant to the Oracle Managed Services Security Policy above.

For the Services, Oracle will:

1. Install the Managed Software for Your use and provide triage support for installation issues.
2. Authorize or reject Your installation of any Co-resident Third Party Programs in the Services Environment.
3. Provide self-service tools as available for You to promote CEMLI Changes into the Production Environment.
4. Apply software patches and make configuration or data Changes approved by You for the Managed Software which repair or modify existing functionality (including Changes to address performance, availability, and security), Changes to maintain currency with legislative requirements (including payroll and sales tax updates), and Changes to introduce or modify CEMLIs in the Services Environment where Oracle determines the self-service tools provided by Oracle for promoting CEMLIs cannot be used.
5. Provide a back Out plan for Changes made by Oracle.
6. Assist You with Change bundling analysis to reduce the frequency and length of the time required to apply Changes.
7. Control Changes to the Production Environment and Production Support Environment(s) and apply Changes when access restrictions prevent You from applying the Change.
8. Define and support operating system printer queues and application printer definition when access restrictions prevent You from establishing and managing printers.

Customer Responsibilities

You will:

1. Work with Oracle to determine schedules for Changes.
2. If You have not purchased Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (Part # B86072), apply software patches and configuration or data Changes in Non-Production Environments following initial installation of the Managed Software for which You have purchased Oracle Managed Applications on Oracle Technology Cloud Service.
3. Execute application functional setup Changes as required.
4. Test and validate completed Changes.

5. Obtain and maintain licenses and technical support for the Managed Software.
6. Assist Oracle as needed for any Change Management of Co-resident Third Party Programs.
7. Use self-service tools provided by Oracle to promote CEMLI Changes to the Production Environment and Production Support Environment.
8. Maintain CEMLI code and documentation and comply with Oracle practices when creating or modifying CEMLIs to be installed in the Services Environment.
9. Perform performance testing of the Managed Software prior to Production Go-Live where not prohibited by OCI policies.
10. Establish and manage printers, including monitoring of printer queues.
11. Submit and update a Request for Change (RFC) for all Change Management activities.
12. Notify Oracle in advance of all planned changes to Your Tenancy where the Oracle Managed Compartment(s) reside.

Oracle Managed Services Configuration Management Policy

Scope

Oracle will manage configuration data for the Oracle Programs and Required Software ("Configuration Management").

For the Services, Oracle will:

1. Maintain and document changes to version information for all configuration items.
2. Maintain architecture documents that represent the current configuration of the Services.

Customer Responsibilities

You will:

1. Maintain and document changes to version information for all configuration items for Co-resident Third Party Programs.
2. Provide Oracle information on configuration and architecture of Co-resident Third Party Programs.
3. Ensure Changes to architecture components managed by You that could impact Your Services are communicated to Oracle in advance of such Changes, including Changes to Your OCI Services.

Oracle Managed Services Release Management Policy

Scope

Oracle will manage the deployment of Releases ("Release Management") for the Oracle Programs and Required Software in an effort to improve performance, functionality, security, availability, stability, or manageability. In addition to the OCI maintenance windows, Oracle reserves a monthly four-hour maintenance window and a quarterly eight-hour maintenance window.

For the Services, Oracle will:

1. Develop a Periodic Maintenance Plan ("PMP").
2. Perform periodic Refreshes of Production Support Environment(s) and Non-Production Environment(s) from the Production Environment.

3. Execute Changes in a Release plan for the Managed Software when access restrictions prevent You from applying the Change.
4. Perform emergency release management for the Services as necessary, at its discretion, to resolve critical availability, performance, or security issues.

Customer Responsibilities

You will:

1. Approve the PMP schedule.
2. Provide a Release plan for each Release.
3. Execute Changes in a Release plan for Co-Resident Third Party Programs and any other responsibilities in the Release plan designated for You.
4. Submit and update a Service Request for all Release Management activities.

Oracle Managed Services Incident and Problem Management Policy

Scope

Oracle will provide a Managed Cloud Service Desk to serve as the initial point of contact for the Oracle Programs and Required Software for Incident resolution requests ("Incident Management"), as well as Problem resolution requests ("Problem Management"), and Requests for Change. SRs for Changes and any resolution or work around for Problems will be processed in accordance with the Oracle Managed Services Change Management Policy or Oracle Managed Services Release Management Policy described herein.

For the Services, Oracle will:

1. Receive, acknowledge, classify, and manage SRs and determine the type of request(s).
2. Route SRs to proper resolution queues.
3. Analyze recurring Incidents, including those that result in Outages or Service Interruptions within Your Services, and classify such recurring Incidents as Problems.
4. Use commercially reasonable efforts to implement a resolution or establish a workaround for Problems in accordance with these Delivery Policies.
5. Use commercially reasonable efforts to provide You with a written Root Cause Analysis for all Problems resulting in Severity Level 1 Production Environment Outages.
6. Track and manage Incidents, Problem SRs, and Requests for Change (RFCs) through to resolution.

Customer Responsibilities

You will:

1. Be responsible for Your Help Desk services and End User training.
2. Assign Super Users to address functional issues involving Oracle Programs (e.g., "how to" questions) raised by Your End Users.
3. Submit SRs for all activities under these Delivery Policies requiring coordination and communication with Oracle and assist with resolution and closure of all SRs related to the Services.
4. Use My Oracle Support for all SRs.

5. Assist Oracle with the identification of recurring Incidents.
6. Assist Oracle Managed Services, Oracle Support, and Oracle Product Development with analysis and resolution of Problems.

Severity Definitions

Each SR shall be assigned one of the following defined Severity Levels:

Table 2

Severity Level	Type	Environment	Severity Level Definition
1	Unplanned Outage (Caused by infrastructure and/or Component)	Production	You experience an Unplanned Outage of a Production Environment. Use of the Oracle Programs to conduct business operations cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency. A Severity Level 1 Incident results from an infrastructure Outage or a component (system process) level failure, and has one or more of the following characteristics: • Production Environment is down and/or inaccessible to all of Your End Users • Data is corrupted, resulting in a complete halt to Your business operations in a Production Environment • Production Environment hangs indefinitely, causing indefinite delays for critical resources or application response
1	Unplanned Outage (Caused by infrastructure)	Non-Production	You experience an Unplanned Outage of infrastructure supporting a Non-Production Environment
1	Service Interruption (Functional Failure)	Production	You experience a Service Interruption within a Production Environment that causes a critical impact to Your use of the Oracle Programs in one area of Your business but is not the result of an infrastructure Outage or component (system process) level failure. No acceptable workaround is available, and business operations related to the affected functionality cannot continue. The Incident is generally characterized by Oracle Program functionality issues, such as an inability to run a critical process during a close period.
2	N/A	Any	You experience an error in expected or documented functionality of Oracle Programs that has a severe impact on Your ability to use the Oracle Programs for business operations. No acceptable workaround is available; however, business operations in the Environment can continue in a restricted fashion.
3	N/A	Any	You experience an error in expected or documented functionality of Oracle Programs that has a moderate impact on Your ability to use the Oracle Programs for business operations. A workaround may be required to restore functionality.

Severity Level	Type	Environment	Severity Level Definition
4	N/A	Any	You experience a minor or no loss in expected or documented functionality of Oracle Programs. Severity Level 4 Service Requests may also represent requests for information, an enhancement, or documentation clarification regarding the Oracle Programs.

Service Request Escalation

You may view the progress of a resolution of an SR by viewing the SR in My Oracle Support.

For the Services, Oracle will:

1. Assist You with escalating SRs as needed.
2. Track and monitor any formally escalated Managed Services SRs and RFCs through to resolution.
3. Manage escalated SRs and RFCs arising from or related to Oracle-initiated infrastructure events.

You will:

1. Initiate an escalation when the urgency of an Incident has increased due to business requirements.
2. Provide Oracle with information and cooperation as requested by Oracle regarding escalated SRs and RFCs.
3. Respond to requests for information and cooperation in a timely manner as determined by the urgency of the escalation.

Oracle Managed Services Monitoring Policy

Scope

Oracle will establish monitoring and utilize monitoring event data available through Your use of OCI to obtain information on the operational state, performance and configuration of the Oracle Programs and Required Software.

For the Services, Oracle will:

1. Install and configure monitoring software required by Oracle for delivery of the Managed Services.
2. Initiate an Incident when a monitored event violates an established threshold.
3. Promptly report Outages and Service Interruptions to You when identified.
4. Provide start/stop services for the Production Environment and provide You single-command scripts to execute start/stop services for Production Support Environment(s) prior to Go-Live.

Customer Responsibilities

You will:

1. Promptly report Outages and Service Interruptions to the Managed Cloud Service Desk when identified.

2. Authorize access for the Managed Cloud Service Desk to all OCI monitoring event data associated with the Services.

Oracle Pulse

Scope

Oracle will provide You access to a cloud automation platform ("Oracle Pulse") with operational reports and analytics of Your Managed Services. Oracle Pulse and reports generated from it will be visible to any individual with access to Your customer support identifier (CSI). You are responsible for (i) ensuring unauthorized users do not use your CSI to access Oracle Pulse and (ii) the results of any such unauthorized access.

Oracle will monitor critical business transactions predefined by Oracle ("Critical Business Transactions") and detect issues leading to unavailable transactions and elevated transaction response times for the Oracle Programs that reside within Your Production Environment.

For the Services, Oracle will:

1. Enable a set of Critical Business Transactions for each Oracle Program.
2. Implement and configure Oracle's Enterprise Manager Grid Control functionality to enable metrics to be gathered proactively 24 hours per day, 7 days a week, 365 days a year, except during Planned Outages and maintenance periods.
3. Install business transaction monitoring ("BTM") beacons.
4. Create a generic Oracle Enterprise Manager user account with appropriate roles and responsibilities to record and re-play Critical Business Transactions.
5. Set thresholds, and measure response times of Critical Business Transactions
6. Enable automated notifications and alerts for the Critical Business Transactions.
7. Simulate and monitor Critical Business Transactions to identify failed transactions, and response times that exceed defined thresholds.
8. Identify action plans for addressing critical alerts for login transactions that exceed defined thresholds.
9. Patch and configure BTM beacons, maintain and resolve issues with the BTM transactions as required.
10. Suspend monitoring of transactions impacted by Changes until Oracle receives instructions from You on re-recording the transaction.
11. Provide You with reports identifying transaction response time thresholds, actual s over a pre-defined period, and resolution details.

Customer Responsibilities

You will:

1. Review Critical Business Transactions defined for each type of Oracle Program (e.g., Oracle E-Business Suite, Siebel CRM).
2. Approve creation of a generic Oracle Enterprise Manager user account for Oracle to use to record and re-play Critical Business Transactions.
3. Not remove or purge database data that is used by monitored transactions.

4. Prior to implementing a Change, inform Oracle of the impact of such Change on monitored transactions, and provide to Oracle detailed instructions for re-recording transactions following such Change.

Oracle Managed Services Service Level and Availability Management Policy

Scope

The Service Levels described in these Delivery Policies apply to the Oracle Programs and Required Software of the Production Environment(s). The change control process shall apply to any changes to the number or types of Production Environments that are subject to the Service Levels under these Delivery Policies. The performance of the Managed Services shall be measured against the following three Service Levels: Application Availability, Service Request Resolution Time, and Performance Against Service Description.

Application Availability

The Application Availability Service Level consists of the measurement of the percentage of time that Production Environments are available for access and use by You to conduct business operations, and are measured by Oracle on a monthly basis, and calculated in accordance with the following formula:

$$\left\{ \frac{\text{[Total minutes in a calendar month x number of Production Environments) - Sum of Unplanned Outage (caused by component or infrastructure failure) minutes measured for each Production Environment in such month]}}{\text{Total minutes in the calendar month x number of Production Environments}} \right\} \text{x100}$$

Only Severity Level 1 Unplanned Outages caused by infrastructure and/or component failures of a Production Environment shall be used to calculate Oracle's monthly performance against the Application Availability Service Level.

Incidents for which the root cause is subject to exclusions listed below, or that occur in a Production Environment during a Stabilization Period (as defined in below), shall not be included in the Application Availability calculation.

Service Request Resolution Time

The Service Request Resolution Time Service Level measures the elapsed time within which an SR for an Incident affecting a Production Environment is resolved (i.e., downgraded to a lower Severity Level or closed by Oracle). The resolution time commences when one of the following occurs:

- The submission of the SR via My Oracle Support
- Oracle detects the Incident and logs the Incident as an SR in My Oracle Support
- An SR is upgraded from Severity Level 3 or 4 to Severity Level 1 or 2

The Service Request Resolution Time Service Level shall be measured on a monthly basis for each SR Severity Level set forth in the *Oracle Managed Services for Oracle Public Cloud - Service Descriptions* and calculated in accordance with the following formula:

$$\left\{ \frac{\text{(Total number of all SRs related to Production Environments for the applicable Severity Level which meet the time to close or downgrade such SRs in a calendar month}}{\text{Total number of all SRs related to Production Environments for the applicable Severity Level in such calendar month}} \right\} \times 100$$

SRs for which the root cause is subject to exclusions listed below or that occur in a Production Environment during a Stabilization Period shall not be included in the Service Request Resolution Time calculation.

Performance Against Service Description Service Level

If You demonstrate that Oracle failed to perform Services in accordance with the applicable Service Description during a month, You shall be entitled to a Service Level Credit (as defined in the *Oracle Managed Services for Oracle Public Cloud - Service Descriptions*) for such failure for such month. Incidents for which the root cause is subject to exclusion listed below, or Incidents addressed by another Service Level under this section, shall not be included in the Performance Against Service Description Service Level.

Service Level Applicability

The Performance Against Service Description Service Level applies throughout the Managed Services lifecycle.

The applicability of, and Oracle's obligations with respect to the measurement of, Oracle's performance of Managed Services against the Service Levels, and Service Level Credits for the Application Availability and Service Request Resolution Time Service Levels, during the three phases of the Managed Services life cycle is outlined in the following table.

Table 3

Phase	Applicability of Service Levels and Credits for Application Availability and Service Request Resolution Time Service Levels
Prior to Production Go-Live	Service Levels will not be measured and do not apply prior to Production Go-Live, and Service Level Credits will not be paid to You.
Stabilization Period	Service Levels will be measured and reported during a ramp period following Changes to a Production Environment ("Stabilization Period"), but Service Level Credits will not be paid during such period. The following Changes require a Stabilization Period: (a) initial system implementation or migration, (b) point releases and major upgrades of application software, (c) introduction of CEMLIs, (d) introduction of Third Party Software, (d) introduction of additional modules.
Production	Service Levels will be measured and reported during the production phase, and Your eligibility to receive Service Level Credits shall be in accordance with the terms of these Delivery Policies.

Each Stabilization Period will be sixty (60) calendar days in duration, commencing on the day that the Change is first made to the applicable Production Environment. However, depending on the nature of the Change and the impact on the applicable Production Environment, Oracle and You may, as part of the Change Management process, mutually agree on a Stabilization Period of different scope or duration. Notwithstanding anything to the contrary in the applicable Service

Description, for purposes of measuring and reporting Oracle's performance against Service Levels and calculating any applicable Service Level Credits for a calendar month in which a Stabilization Period occurs: (1) the Stabilization Period shall be deemed to commence on the first day of such calendar month; and (2) the Stabilization Period shall be deemed to end on the last day of such calendar month.

Service Level Objectives

The Service Request Response Time Service Level Objective measures the elapsed time from the submission of a Service Request in My Oracle Support to Oracle's automated acknowledgement of the receipt of the SR in My Oracle Support for an Incident affecting an Oracle Managed IaaS or PaaS Production Environment ("Time to Respond").

The Time to Respond objectives are set forth in the guidelines below and are not subject to any Service Level Credits, unless otherwise specifically defined in the applicable service description.

Service Level Objective	Service Level Target	Credit Criteria
Service Request Response Time	Severity Level 1<=15 minutes	<90% of Service Requests responded to within target
	Severity Level 2: <=1 hour	
	Severity Level 3: Next business day	
	Severity Level 4: Next business day	

SRs for which the root cause is subject to the exclusions below or that occur in a Production Environment during a Stabilization Period shall not be included in the Time to Respond calculation.

Exclusions

Notwithstanding any provision or interpretation of these Delivery Policies to the contrary, Oracle's obligation to provide Service Level Credits shall be excused to the extent the failure to meet the applicable Service Levels: (a) occurs during a Planned Outage or during any other period in which the Managed Services are temporarily suspended under the order; (b) is caused by changes to or failures of any equipment, hardware or infrastructure component, including Oracle Managed Compartment(s), not provided or managed by Oracle as part of the Managed Services under these Delivery Policies, including equipment owned or provided by You; (c) is caused by the Internet or any other connectivity or communication facility, which is outside of Oracle's control; (d) is caused by actions, omissions, delays or any type of failure of a Third Party Vendor retained by You, a third party service provider retained by You, or any Third Party Software, including Co-resident Third Party Programs; (e) is caused by a force majeure event; (f) is caused by a declared Disaster; (g) is caused by CEMLIs or other customizations; (h) is caused by Your failure to perform the activities indicated in these Delivery Policies; (i) results from any software bugs; (j) occurs within a Non-Production Environment; (k) is the result of application functional setup, configuration or functionality issues that are not within the scope of the Managed Services; (l) results from Your request to limit Oracle work to resolve a Severity Level 1 Service Request to time periods that are less than 24 hours per day, seven days per week; (m) occurs prior to the successful completion of a Production Assessment resulting in Production Ready Status (PR) for the applicable Production Environment(s); (n) results from recurrence of a Problem for which Oracle has identified and recommended a Release, patch or other fix that You have not allowed Oracle to implement in the Production Environment; (o) is the result of Your failure to follow any Oracle recommendation to add capacity to the Services or make architecture changes to achieve Service Levels; or (p) is the

result of Your changes to access controls for the Services established by Oracle for the Managed Services under these Delivery Policies.

Service Level Credit Allocations

Service Level targets, credit criteria, and fee credits ("Service Level Credits") are identified in the applicable description within the Oracle Managed Services for Oracle Public Cloud - Service Descriptions.

Oracle Managed Services Capacity Management and Performance Advisory Policy

Scope

Capacity Management and Performance Advisory services are designed to enable and support joint Performance Management of the Oracle Programs, Required Software, and Co-resident Third Party Programs by resolving and preventing performance-related Incidents and Problems.

For the Services, Oracle will:

1. Provide general architecture and sizing guidelines for the Oracle Programs and Required Software for Your use to determine the appropriate amount of OCI to achieve desired performance of the Services.
2. Analyze performance-related Incidents to identify factors adversely impacting performance and provide You with recommendations, as needed, for review of architecture configuration and capacity.
3. Resolve performance-related Incidents where possible through configuration changes to the Oracle Programs and Required Software or CEMLI code deactivation.
4. Provide performance advisory guidance specific to the Services as part of a capacity management plan updated periodically on a mutually agreed schedule.

Customer Responsibilities

You will:

1. If You have not purchased Oracle Managed Applications Unlimited Non-Production Service on Oracle Technology Cloud (Part # B86072), maintain primary responsibility for Capacity Management and Performance Management of Non-Production Environments for which You have purchased Oracle Managed Applications on Oracle Technology Cloud Service.
2. Define, manage, schedule, monitor, purge, terminate and cancel Customer- developed batch jobs in accordance with business requirements.
3. Modify CEMLIs as required to resolve a performance Incident or Problem.
4. Analyze and resolve Incidents caused by Co-resident Third Party Programs.
5. Follow general and specific guidance provided by Oracle regarding architecture or capacity required to resolve or prevent a Performance Incident or Problem.
6. Ensure desktop and network bandwidth connectivity meets the minimum requirements for performance of the Oracle Programs and Required Software.

Oracle Managed Services Continuity Policy

Scope

Service continuity measures for the Managed Software in the Services are required in an effort to ensure the Services can be recovered in the event of hardware failure or human error.

For the Services, Oracle will:

1. Configure the Services for automated backup, including configuration of OCI components.
2. Assist You to recover database and application functionality from backups as required.

Customer Responsibilities

You will:

1. Not purge any data from the Environment during periods designated for performing backups.
2. If applicable for the program being backed up, ensure that no users, including administrators, use the Services during periods designated for performing backups.
3. Archive Your Content.

Oracle Managed Services Continual Service Improvement Policy

Scope

Oracle will provide account, service, and project governance services for the ongoing management of the Services and will make commercially reasonable efforts to work with You to improve Service utilization and performance, continual service improvement, using Service objective goals, reporting means, and reporting frequency mutually agreed upon between You and Oracle ("Continual Service Improvement").

For the Services, Oracle will:

1. Identify a management lead who will serve as Your primary point of contact for service governance.
2. Provide You with documentation and guidance on Oracle processes and standards and organize training on My Oracle Support.
3. Work with Your change control board to plan and schedule strategic business and technology events that affect delivery of the Services.
4. In an effort to support achievement of a mutually agreed Continual Service Improvement objective, provide account reviews detailing services delivered and identifying potential additional services that may improve the Services.
5. Identify events and/or scenarios that may require You to purchase additional Oracle licenses, services and/or capacity.
6. Monitor, measure and report the operational performance of the Services.
7. Identify, prepare, and facilitate completion of corrective action via a service plan designed to address the operational performance of the Services.
8. Coordinate tactical business and technology events with You in an effort to minimize impact to the availability of Your Production Environment.
9. Track and monitor Planned Outages and Unplanned Outages as well as coordinate tactical business and technology events with You in an effort to meet availability and Continual Service Improvement targets identified in the jointly-developed availability plan.
10. Prepare, manage, and report status on, and perform Oracle-assigned activities for, projects for infrastructure maintenance or upgrade events initiated by Oracle.

11. Assist You to escalate SRs, as appropriate.

Customer Responsibilities

You will:

1. Establish a change control board that consists of Your personnel authorized to make decisions about the Services.
2. Identify, and communicate to Oracle, Your business requirements with respect to the Services, including key business events that may affect the scheduling of Oracle-initiated activities.
3. Review and assess Your capacity and consumption details to identify any additional Oracle licenses, services, and/or capacity that You may need to purchase.
4. Provide to Oracle a single point of contact who Oracle can communicate with regarding the Services.

Oracle Managed Services Enhanced Recovery Policy

Scope

Enhanced recovery services are designed to recover the Managed Software from a primary data center location to a secondary data center location in the event of a Disaster.

For the Services, Oracle will:

1. Advise You on architecture and capacity of the Services Environment located at a secondary data center location for the purpose of recovering the Production Environment, and on the method of data replication and synchronization relative to Your Recovery Time Objective and Recovery Point Objective.
2. Work jointly with You to develop, review, and approve a disaster recovery plan.
3. Assign a Project Manager to coordinate development of the disaster recovery plan and execution of annual testing of procedures.
4. Manage recovery activities for the Production Environment during a disaster recovery test or actual Disaster.
5. Provide a report following conclusion of a disaster recovery test.
6. In the event of a Disaster, re-establish the Production Environment(s), including recovering production data, on the Secondary Site OCI compute resources purchased by You for recovery. Upon restoration of the Services at the Secondary Site following a Disaster, production use of such Services may be degraded or only partially available.
7. Work jointly with You to restore use of the Production Environment at the primary data center location.

Customer Responsibilities

You will:

1. Work jointly with Oracle to create and approve the Disaster recovery Plan.
2. Purchase the amount of OCI sufficient to achieve disaster recovery service objectives.
3. Schedule a disaster recovery test with Oracle at least four months in advance.
4. Provide the disaster recovery test plan to Oracle no less than four weeks prior to the disaster recovery test date.

5. Manage all aspects of business continuity for Your End Users, including management of reduced usage of the Services in the event the capacity purchased for the secondary data center is less than the primary data center for the Production Environment.
6. In the event You cancel a scheduled DR test with less than thirty (30) days' prior notice, such scheduled DR test shall be deemed a completed DR test.

Oracle Managed Services Decommission Policy

Scope

Oracle will provide limited transition support associated with decommissioning Managed Services.

For the Services, Oracle will:

1. Identify an Oracle decommission contact and work with You to establish the departure date.
2. Confirm Your decommission and the Oracle decommission contact in writing after receipt of Your request to terminate the Managed Services.
3. Following Your submission of an SR to complete decommission, perform a complete system password change, and provide You with interim password values.
4. On the departure date, remove any software programs provided by Oracle as part of the Managed Services and cease all services in these Delivery Policies except for making the Oracle decommission contact available for one week after the departure date to answer Your questions related to the Services.
5. On the departure date, cease using the Oracle Cloud log-in credentials and private keys generated as part of OCI on Your behalf for the Managed Services.

Customer Responsibilities

You will:

1. Notify Oracle in writing of Your intent to terminate Managed Services.
2. Obtain qualified applications database administration (DBA) and Oracle DBA resources to assist with the decommission and to assume Your responsibility for all backups of Your system following termination of Managed Services.
3. At least two weeks prior to Departure Date:
    a. Identify a decommission contact from Your organization.
    b. Confirm the final departure date with Oracle.
    c. Complete and return to the Oracle decommission contact the *Managed Services Decommission Customer Agreement* and *Managed Services Decommission Transition Plan* indicating expected completion dates for each of Your tasks in the plan.
    d. Have the option to submit an SR to obtain a list of operating system, database, and applications user accounts managed by Oracle and used by You as well as backup schedules associated with the Services.
4. At least one week prior to the departure date, submit an SR to complete decommission.
5. Perform a complete system password change to values unknown to Oracle.

[i] A “day” is defined as one (1) resource working up to eight (8) hours per day, except in the following countries: Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day)[i]

[ii] A “day” is defined as one (1) resource working up to eight (8) hours per day, except in the following countries: Australia (7.5 hours per day), Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).

[iii] A “day” is defined as one (1) resource working up to eight (8) hours per day, except in the following countries: Australia (7.5 hours per day), Canada (7.5 hours per day), Denmark (7.4 hours per day), Finland (7.5 hours per day), Germany (7.8 hours per day), Israel (8.6 hours per day), and Norway (7.5 hours per day).