

Oracle Technical Cloud Consulting Services Descriptions

August 9, 2019

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B83899 - Oracle Consulting Architecture Blueprint and Roadmap for Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Architecture Blueprint and Roadmap for Oracle Cloud (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to forty (40) hours of workshop(s), which may be attended by up to ten (10) participants, to review Your current environment and Your planned Oracle Cloud Services environment. These workshops may include the following:
 - a. Review Your overall business and information technology (“IT”) drivers, strategies, goals, objectives, and requirements;
 - b. Review the current state of Your database(s) and application(s) portfolio targeted for migration to Oracle Cloud Services focusing on:
 - i. Business criticality;
 - ii. Service level agreement and service level objectives; and
 - iii. Organization roles and responsibilities for Oracle Cloud Services administration.
 - c. Review Your existing operational processes.
4. Create an Engagement Summary Report Document that includes the following (“Engagement Summary Report”):
 - a. A technology architecture for the purpose of onboarding to Oracle Cloud Services including:
 - i. Oracle Cloud Services capabilities model;
 - ii. Oracle Cloud Services characteristics and up to three (3) use cases; and
 - iii. Oracle Cloud Services architecture principles and conceptual architecture.
 - b. A future state Oracle Cloud Services architecture that outlines a recommended strategy for Your adoption of Oracle Cloud Services, which includes:
 - i. A strategy for establishing integration between Your Oracle Cloud Services environment and Your on-premise environments; and
 - ii. Managing and monitoring Your Oracle Cloud Services environment.
 - c. A roadmap with actionable recommendations to deploy and migrate to Your Oracle Cloud Service(s).
5. Conduct one (1) workshop which may be attended by up to ten (10) participants, for up to two (2) hours in length to review an Engagement Summary Report Document with Your key stakeholders.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide Oracle with relevant and accurate business, application, information, integration, and technology architecture artifacts describing Your current state architecture.
2. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of the Services.



3. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
4. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
5. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
6. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of the Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs will be in a format determined by Oracle.
5. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. Oracle Enterprise Architecture Framework ("OEAF"), Oracle Architecture Development Process ("OADP") and Oracle Unified Methodology ("OUM") will be the methodologies used to deliver the Services.
9. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
10. The Services will be performed onsite at your facility located at the address as specified in your order.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B83896 - Oracle Consulting Rapid Start for Oracle Database Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Database Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of reviewing Your current Oracle Database environment and Your planned Oracle Database Cloud Service environment. These workshops may include the following:
 - a. Review the current state of Your source database environment and select one (1) candidate source Oracle Database (version 11gR2 or 12cR1) to be migrated to Your Oracle Database Cloud Service environment;
 - b. Review strategies for data movement and database migration for migrating Your candidate source database to Your Oracle Database Cloud Service environment;
 - c. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Database Cloud Service environment;
 - d. Review how features offered in other Oracle Cloud Services including Oracle Database Backup Service and Oracle Storage Service could be leveraged as part of Your Oracle Database Cloud Service strategy.
 - e. Review the processes to configure user accounts and roles for use of Your Oracle Database Cloud Service environment; and
 - f. Review the processes to establish network connectivity to Your databases running in Your Oracle Database Cloud Service environment.
4. Create one (1) Oracle Database in Your Oracle Database Cloud Service environment;
5. Migrate a point-in-time copy of up to 250 gigabytes of Your data from Your candidate source Oracle Database to Your provisioned Oracle Database in Your Oracle Database Cloud Service environment; and
6. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Oracle Database in the Oracle Database Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.



Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform a back-up of Your on-premise database environment prior to commencement of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premise Oracle Database server environment and the Oracle Database Cloud Service environment but will not exceed 250 gigabytes of data or six (6) hours in duration, whichever comes first.
10. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.



11. The Services will be performed in Your non-production Oracle Database Cloud Service environment (latest version available at the time of provisioning).
12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B90295- Oracle Consulting Rapid Start for Oracle Database Appliance

Description of Services

Oracle Consulting will make available to You the following Oracle Consulting Rapid Start for Oracle Database Appliance services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Conduct a workshop for up to eight (8) hours which may be attended by up to ten (10) participants to:
 - a) Review the engagement approach;
 - b) Perform Pre-requisites checks for the Oracle Database Appliance ("ODA");
 - c) Revalidate Your requirements; and
 - d) Review action plan & next steps.
3. Provide up to eight (8) hours of assistance:
 - a) Install and configure two (2) user domains (U);
 - b) Import and configure one (1) virtual machine template; and
 - c) Create or Migrate 1 Test Database (DB).



4. Provide up to eight (8) hours to assist you with validating your new ODA environment
5. Oracle will perform only one (1) of the following ODA Services (a, or b) below. The service to be performed will be jointly identified in item 2.
 - a) First Oracle Database Appliance implementation:
 1. Provide up to twelve (12) hours of guidance to assist you with implementing a base backup and monitoring procedure, using RMAN and Cloud Control; and
 2. Provide up to four (4) hours to share recommendations about moving workloads.
 - b) Extension of an existing Oracle Database Appliance architecture:
 1. Provide up to eight (8) hours to setup Data Guard for Disaster Recovery; and
 2. Up to eight (8) hours to assist you to perform a Disaster Recovery Test.
2. Your Obligations and Project Assumptions. You acknowledge that your timely provision of and access to office accommodations, facilities, equipment, assistance, cooperation, complete and accurate information and data from your officers, agents, and employees (collectively, “cooperation”) are essential to the performance of any services as set forth in this exhibit. Oracle will not be responsible for any deficiency in performing services if such deficiency results from your failure to provide full cooperation.

You acknowledge that Oracle’s ability to perform the services depends upon your fulfillment of the following obligations and the following project assumptions:

A. Your Obligations.

- 1) Provide prior to the commencement of series space allocation in your Data Center, sufficient for the Oracle Database Appliance.
- 2) Maintain the properly configured hardware/operating system platform to support the services.
- 3) Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services.
- 4) Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the services.
- 5) Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.
- 6) Provide, for all Oracle resources performing services at your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing services in the workspace, and ergonomically correct work stations, etc.).
- 7) Provide any notices, and obtain any consents, required for Oracle to perform services.
- 8) Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform services.
- 9) If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
- 10) Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
- 11) Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
- 12) Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.



- 13) Provide database, system, and network administration required by Oracle to support the performance of Services.
- 14) Conduct the project with Oracle according to the Oracle pre-defined and supplied Project Workplan and Project Management Plan.
- 15) Participate in and assist with all services tasks.
- 16) Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
- 17) Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
- 18) You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services. You will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services.

B. Project Assumptions.

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. A person day is defined as one (1) resource working for up to eight (8) hours. Service description identifies both hours and days.
4. All written documentation and project communications will be done in English unless mutually agreed otherwise.



5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. Workshops will be conducted with combinations of Oracle Consultants available through Telephone/Web Conference and/or consultants present at your facilities.
7. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.
8. Items identified as out of scope include, without limitation, the following (which is not an exhaustive list):
 - a. Hardware and network components,
 - b. Software and application development,
 - c. integration with other software or components.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85640 - Oracle Consulting Lift and Shift for Oracle Database Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle Database Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services;
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to eight (8) participants, for the purpose of reviewing Your current and planned Oracle Database environments. These workshops may include the following:
 - a. Review the current state of up to ten (10) of Your source Oracle Database (version 11gR2 or 12cR1) environment(s) targeted for migration to Your Oracle Database Cloud Service;



- b. Define the data movement and database migration strategy for migrating Your candidate source Oracle Database(s) to Your Oracle Database Cloud Service; and
 - c. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Database Cloud Service environment.
4. Create an Oracle Database Cloud Service migration plan describing the task required to migrate Your Oracle Databases to the Oracle Database Cloud Service per database migration strategy;
5. Create up to ten (10) Oracle Database(s) instances in Your Oracle Database Cloud Service;
6. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment;
7. Establish network connectivity to Your databases running in Your Oracle Database Cloud Service environment;
8. Migrate a point-in-time copy of up to 10 terabytes of Your data from Your source Oracle Database(s) to Your provisioned Oracle Database(s) in the Oracle Database Cloud Service;
9. Confirm the Oracle Database(s) and data has been migrated to the Oracle Database Cloud Service; and
10. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate the Oracle Database Cloud Service management and monitoring, metering and charge back, security and backup tools for managing the migrated database(s) running on Your Oracle Database Cloud Service and document feedback and observations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using



an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

- a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources. Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period, Services will be scheduled at a date and time mutually agreed to by the project managers.
 10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premises Oracle Database server environment and the Oracle Database Cloud Service environment but will not exceed 10 terabytes of data or twenty eight (28) hours in duration, whichever comes first.
10. The functionality of Your source database(s) will not change due to the migration of the



source database(s) from the source system(s) to the target system.

11. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: application validation and performance testing.
12. At Oracle's discretion, the Services will be performed either onsite or remotely.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B83897 - Oracle Consulting Rapid Start for Oracle Java Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Java Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing Your current Oracle Java environment and Your planned Oracle Java Cloud Service environments. These workshops may include the following:
 - a. Review the provisioning approach and a technical verification plan for Your Oracle Java Cloud Service environment;
 - b. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Java Cloud Service environment;



- c. Review the processes to establish network connectivity to Your Java applications running in Your Oracle Java Cloud Service environment;
 - d. Review features offered in other Oracle Cloud Services including Oracle Database Cloud Service, Oracle Documents Cloud Service, Oracle Messaging Cloud Service and Oracle Storage Cloud Service;
 - e. Review of Your on-premise Java applications and identify candidates for deployment to Oracle Java Cloud Service environment; and
 - f. Assist You in the selection of (i) one (1) example Java application from the Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Java Cloud Service non-production environment or (ii) one (1) “qualifying customer Java application” that meets the criteria defined and can be deployed within the sixteen (16) hour period set forth in section 4 of the Description of Services.
4. Provide up to sixteen (16) hours of services to migrate and verify one (1) example or qualifying customer Java Application from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Java Cloud Service environment with Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of migration).” (“Migrated Application”);
 5. Establish connectivity from Your Oracle Java Cloud Service environment to one (1) of Your pre-existing Oracle Database instance on the Oracle Database Cloud Service environment to support the Migrated Application; and
 6. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the deployed Java Application in Your Oracle Java Cloud Service environment and related lifecycle management options and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service and Oracle Java Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Provide appropriate database(s) environment(s) and required connectivity to those environments as required by the Migrated Application(s).
9. Provide the relevant Java application(s) and the relevant artifacts that meet the qualifying



- candidate application requirements.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
 11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 12. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The qualifying customer Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabyte or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources, and the Java application must be deployed on WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment).
10. The Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog will be provided upon commencement of the Services. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: customization of migrated Java application, configuration of application messaging, migration or testing of application data, functionality, integration or performance testing, provisioning of databases or migration of data and schemas.
11. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
12. The Services will be performed onsite at your facility located at the address as specified in your order.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other



circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85639 - Oracle Consulting Lift and Shift for Oracle Java Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle Java Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing Your current and planned Oracle Java environments. These workshops may include the following:
 - a. Review the Oracle Java Cloud Service capabilities when provisioning and managing the Oracle Java Cloud Service environments, including high availability, back-up and restoration, patching and rollback, and scaling out and in;
 - b. Review the provisioning approach for Your Oracle Java Cloud Service environment;
 - c. Review the technical verification plan including: Oracle Java Cloud Service and Oracle Database Cloud Service connectivity, verify application deployment on Oracle Java Cloud Service, and support functional application verification;
 - d. Review the lifecycle management strategy that includes management and monitoring, scheduled backups, restore and patching tools for Your Oracle Java Cloud Service environment;
 - e. Review of Your Oracle Java applications and identify candidates for deployment to Oracle Java Cloud Service.
4. Migrate and verify up to three (3) qualifying customer Java Enterprise Edition Application (as defined below) from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Java Cloud Service environment with Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version

- available at the time of migration).” (“Migrated Application”);
5. Configure Oracle Messaging Cloud Service for the Migrated Application(s) in accordance with agreed Use Case.
 6. Establish network connectivity to the Migrated Application(s) running in Your Oracle Java Cloud Service environment;
 7. Establish network connectivity from Your Oracle Java Cloud Service environment for up to three (3) of Your pre-existing Oracle Database instances on the Oracle Database Cloud Service environment to support the Migrated Application(s);
 8. Configure up to five (5) user accounts and up to two (2) roles for user of Your Oracle Java Cloud Service environment;
 9. Perform technical verification of Your Oracle Java Cloud Service environment and review the technical verification results; and
 10. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the deployed Oracle Java Application in Your Oracle Java Cloud Service and related lifecycle management options and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Java Cloud Service and Oracle Database Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Provide appropriate database(s) environment(s) and required connectivity to those environments as required by the Migrated Application(s).
9. Provide the relevant Java application(s) and the relevant artifacts that meet the qualifying candidate application requirements.
10. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

- a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources. Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.
11. Contact Oracle Consulting to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
 12. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The qualifying candidate Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabytes or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources, and the Java application must be deployed on Oracle WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment).
10. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: customization of migrated Java application, configuration of



application messaging, application data, functional, integration or performance testing, provisioning of databases or migration of data and schemas.

11. At Oracle's discretion, the Services will be performed either onsite or remotely.
12. The Services may be performed on either an Oracle Cloud environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine Service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85635 - Oracle Consulting Rapid Start for Oracle Integration Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Integration Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to sixteen (16) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current integration environment and planned Oracle Cloud Integration Service environment. These workshops may include the following:
 - a. Review of the Oracle Cloud Integration Service capabilities and Oracle leading practices for creating enterprise integration services for connecting business applications;
 - b. Provide an overview presentation of the Oracle Cloud Integration Service application adapters and supported integration patterns;
 - c. Review the lifecycle management process of Your Oracle Integration Cloud Service environment. These processes include management and monitoring, scheduled backups, restore and patching;

- d. Assist You in the selection of (i) one (1) or more integration use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Integration Cloud Service non-production environment or (ii) one (1) “qualifying customer integration use case” that Oracle estimates can be deployed within the sixteen (16) hour period set forth in section 4 of the Description of Services;
 - e. Review the processes to configure user accounts and roles in Your Oracle Integration Cloud Service environment.
4. Provide up to sixteen (16) hours of services to deploy one (1) or more integration service selected from the Oracle Consulting PaaS Use Case Catalog or from Your qualifying integrations;
 5. Participate in integration testing of the sample integration service endpoints for up to two (2) hours; and
 6. Conduct a two (2) hour workshop to demonstrate Your sample integration service deployed on your Oracle Integration Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Integration Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Expose an internal Simple Object Access Protocol (SOAP) endpoint over the public internet for the one (1) sample integration.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions



1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. Your qualifying customer integration use case will meet the requirements of a non-production integration where source and target applications are supported by Oracle Integration Cloud Service adapters (Oracle Sales Cloud, Oracle HCM Cloud, Oracle RightNow, Salesforce) or have Simple Object Access Protocol enabled endpoints. The implementation will be limited to the security mechanisms (such as OAuth (Open Authorization)) supported by Oracle Integration Cloud Service.
11. The selected integration service will be deployed in a non-production Oracle Integration Cloud Service environment.
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of or estimated fees for, Services. Out of scope services include, but is not limited to, the following: customization of sample integration, integration with unsupported security mechanisms, configuration of application messaging, migration of application data, activities related to deployment of Oracle Integration Cloud Service gateway on the private cloud, functional and performance testing.
13. The Services will be performed onsite at your facility located at the address as specified in your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85636 - Oracle Consulting Rapid Start for Oracle Process Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Process Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to eight (8) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current process management environment and planned Oracle Process Cloud Service environment. These workshops may include the following:
 - a. Review the Oracle Process Cloud Service capabilities and Oracle leading practices for provisioning Your Oracle Process Cloud Service non-production environment;
 - b. Review the lifecycle management strategy that includes management, monitoring and patching for Your Oracle Process Cloud Service environment;
 - c. Review features offered in other Oracle Cloud Services, including Oracle Integration Cloud Service and Oracle Documents Cloud Service.
 - d. Assist you in the selection of (i) one (1) or more business process use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Process Cloud Service non-production environment or (ii) one (1) "qualifying customer business process use case" that Oracle estimates can be deployed within the twenty-four (24) hour period set forth in section 4 of the Description of Services;
 - e. Review the processes for configuring user roles in Your Oracle Process Cloud Service environment.
4. Provide up to twenty-four (24) hours of services to deploy the selected business process use case(s) in Your Oracle Process Cloud Service non-production environment; and
5. Conduct a two (2) hour workshop for which may be attended by up to ten (10) participants, to demonstrate the selected business process use case deployed in Your Oracle Process Cloud Service environment and provide observations and integration recommendations in the Engagement Summary Report Document.

Your Obligations and Project Assumptions



In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Process Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle Consulting to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. The qualifying customer business process use case is limited to the following:
 - a. Customizing the WebForm to include customer logo and integration of one (1) customer provided RESTful service from the WebForm; and
 - b. Integration of one (1) customer provided Simple Object Access Protocol Web Service using BasicAuth or Username Token from the process.



11. The sample business process use case will be deployed to Your non-production Oracle Process Cloud Service environment (latest version available at the time of provisioning).
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
13. The Services will be performed onsite at your facility located at the address as specified in your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85638 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. These workshops may include the following:
 - a. Assist You in the selection of (i) one (1) or more document management use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment or (ii) one (1) "qualifying customer document

- management use case” that Oracle estimates can be deployed within the twelve (12) hour period set forth in section 4 of the Description of Services;
- b. Review document migration and synchronization options;
 - c. Review integration options;
 - d. Review leading practices for organizational rollout and enablement of cloud based document management.
4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
 - a. Oracle Documents service provisioning (if required);
 - b. Configure system settings;
 - c. User provisioning;
 - d. Folder and Sharing setup; and
 - e. SkySync configuration for one (1) pilot groups.
 5. Conduct a two (2) hour workshop to demonstrate Your pilot document management use case in Your Oracle Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.



Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. The qualifying customer document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
11. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service environment (latest version available at the time of provisioning).
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.
13. The Services will be performed onsite at your facility located at the address as specified in your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management



You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86371 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle Siebel Suite

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle Siebel Suite ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a (1) hour meeting to review the Services;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. Such workshops may include the following:
 - a. Assist You in the selection of a qualifying sample document management use case that is either (i) one (1) or more document management use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer document management use case that Oracle estimates can be deployed within the twelve (12) hours of workshop(s) set forth in section 4 of the Description of Services of this order;
 - b. Review document migration and synchronization options;
 - c. Review integration options;
 - d. Review leading practices for organizational rollout and enablement of cloud based document management.
4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
 - a. Oracle Documents service provisioning (if required);
 - b. Configure system settings;
 - c. User provisioning;
 - d. Folder and Sharing setup; and
 - e. SkySync configuration for one (1) pilot group.
5. Conduct up to ten (10) hours of workshops which may be attended by up to up to five (5) participants to review the integration between Oracle Siebel Suite and Oracle Documents Cloud Service and define the document folder structure.
6. Provide up to twenty-five (25) hours of services to create integration user accounts, define required folders, and deploy DOCS_0007 – Oracle Siebel Suite Managed Attachments use case.
7. Conduct a two (2) hour workshop which may be attended by up to up to five (5) participants to demonstrate Your pilot document management use case in Your Oracle



Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the



Services.

10. Your qualifying sample document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
11. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service and Oracle Siebel Suite environments (latest version available at the time of provisioning).
12. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.
13. The Services will be performed onsite at Your facility located at the address as specified in Your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86372 - Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite

Description of Services



During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services;
3. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current document management environment and planned Oracle Documents Cloud Service environment. These workshops may include the following:
 - a. Assist You in the selection of a “qualifying sample document management use case” that is either (i) one (1) or more document management use cases from the provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Documents Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer document management use case that Oracle estimates can be deployed within the twelve (12) hours of workshop(s) set forth in section 4 of the Description of Services of this order;
 - b. Review document migration and synchronization options;
 - c. Review integration options;
 - d. Review leading practices for organizational rollout and enablement of cloud based document management.
4. Conduct up to twelve (12) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of deploying and demonstrating the selected document management use case in Your Oracle Document Cloud Service non-production environment including the following:
 - a. Oracle Documents service provisioning (if required);
 - b. Configure system settings;
 - c. User provisioning;
 - d. Folder and Sharing setup; and
 - e. SkySync configuration for one (1) pilot group.
5. Conduct a two (2) hour workshop for up to ten (10) participants to demonstrate Your pilot document management use case in Your Oracle Documents Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.
6. Conduct up to four (4) hours of workshops which may be attended by up to up to five (5) participants to review the integration between Oracle E-Business Suite and Oracle Documents Cloud Service, define the document folder structure, and select the Oracle E-Business Suite module.
7. Provide up to twenty-eight (28) hours of services to create integration user accounts, define required folders, and deploy DOCS_0006 – Oracle E-Business Suite Delivery and DOCS_0005 – Oracle E-Business Suite Managed Attachments use cases.
8. Conduct a four (4) hour workshop which may be attended by up to five (5) participants to demonstrate Your pilot integration use case in Your Oracle Documents Cloud Service and Oracle E-Business Suite environments and provide observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Oracle Consulting Rapid Start for Oracle Documents Cloud Service for Oracle E-Business Suite: Oracle Documents Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. The qualifying sample document management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders and migrating up to one hundred (100) documents.
11. The selected document management use case will be deployed to Your non-production Oracle Documents Cloud Service and Oracle E-Business Suite environments (latest version



available at the time of provisioning).

12. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Out of scope services include, but are not limited to, the following: demonstrating integration of Oracle Mobile Cloud Service with on-premise applications or other cloud services.
13. The Services will be performed onsite at Your facility located at the address as specified in Your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86649 - Oracle Consulting Rapid Start for Oracle Sites Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Sites Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a two (2) hours meeting with You to review the Services;
3. Conduct up to sixteen (16) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current web content management environment and planned Oracle Sites Cloud Service environment. These workshops may include the following:
 - a. Assist You in the selection of a "qualifying web content management use case" that is either (i) one (1) or more web content management use cases from a provided Oracle

- Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Sites Cloud Service non-production environment or (ii) one (1) qualifying customer web content management use case that Oracle estimates can be deployed within the eighty (80) hour period set forth in section 4 of the Description of Services;
- b. Review web content migration and synchronization options;
 - c. Review integration options;
 - d. Review leading practices for organizational rollout and enablement of cloud based web content management.
4. Provide up to eighty (80) hours of services to deploy and demonstrate the selected web content management use case in Your Oracle Sites Cloud Service non-production environment including the following:
- a. Configure system settings;
 - b. Provision User Accounts;
 - c. Setup folders and folder sharing;
 - d. Create one (1) basic theme for one (1) micro-site for one (1) pilot group;
 - e. Create one (1) micro-site for one (1) pilot group; and
 - f. Configure SkySync for one (1) pilot group.
5. Conduct a two (2) hour workshop that may be attended by up to ten (10) participants to demonstrate Your selected web content management use case deployed in Your Oracle Sites Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Documents Cloud Service and Oracle Sites Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to document synchronization.
10. Provide the site architecture, design, and graphics if implement qualifying customer web content management use case.



11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services
12. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. Your selected web content management use case may include provisioning up to ten (10) users, configuring up to ten (10) folders, migrating up to one hundred (100) documents and creating one (1) basic theme and one (1) basic site containing up to three (3) layouts and five (5) top level pages.
11. The selected web content management use case will be deployed to Your non-production Oracle Sites Cloud Service and Oracle Documents Cloud environments (latest version available at the time of provisioning).
12. Anything not expressly listed in the Description of Services above is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: integration of Oracle Documents Cloud Service and Oracle Sites Cloud Service with on-premise applications or other cloud services.
13. The Services will be performed onsite at Your facility located at the address as specified in Your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services



The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85637- Oracle Consulting Rapid Start for Oracle Mobile Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Mobile Cloud Service ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, for the purpose of reviewing Your current and planned enterprise mobile initiatives. These workshops may include the following:
 - a. Review the Oracle Mobile Cloud Service including capabilities and Oracle leading practices for creating enterprise mobile applications using Oracle Mobile Cloud Services;
 - b. Review integration approaches for Application Programming Interface ("API") enablement of on-premise and Software-as-a-Service ("SaaS") applications;
 - c. Review the mobile backend services provided by Oracle Mobile Cloud Service including mobile analytics, user management, offline synchronization, notifications and security;
 - d. Review approaches for leveraging other Oracle Cloud Services, including Oracle Documents Cloud Service, Oracle Integration Cloud Service, Oracle Process Cloud Service and Oracle Stream Explorer;
 - e. Assist You in the selection of (i) one (1) or more mobile use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle Mobile Cloud Service non-production environment or (ii) one (1) "qualifying customer mobile use case" that Oracle estimates can be deployed within the twenty-four (24) hour period set forth in section 4 of the Description of Services.
4. Provide up to twenty (20) hours of services to demonstrate accelerated mobile application creation by deploying sample services and leveraging Oracle Mobile Cloud Services Software Development Kit / Application Programming Interface for the selected mobile use case in Your Oracle Mobile Cloud Services non-production environment;
5. Provide up to four (4) hours of services to configure the pre-defined mobile enabled



- enterprise application to use Your instance of Oracle Mobile Cloud Service for notifications, advanced analytics, offline persistence and security;
6. Create deployment builds of the sample mobile applications for iOS and Android; and
 7. Conduct a two (2) hour workshop which may be attended by up to ten (10) participants, to demonstrate the pre-defined mobile enabled enterprise application's use of Your Oracle Mobile Cloud Service and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Mobile Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Obtain licenses under separate contract or consent with or from any third parties which are necessary for Oracle to perform the Services related to the provisioning of the enterprise deployment profiles for mobile application distribution.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.



6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. Your qualifying customer mobile use case must be accessible over the Internet and will be limited to one (1) Simple Object Access Protocol / Representational State Transfer service with one (1) screen created on the mobile application displaying one (1) predefined list in the mobile application.
11. The mobile application will be leveraging the services deployed to a non-production Oracle Mobile Cloud Service (latest version available at the time of deployment).
12. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: customization of on-premise or SaaS applications, migration of application data, custom reports using the mobile analytics, custom development of mobile application.
13. The Services will be performed onsite at your facility located at the address as specified in your order.
14. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B83898 - Oracle Consulting Rapid Start for Oracle Business Intelligence Cloud Service



Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Business Intelligence Cloud Service (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to sixteen (16) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of reviewing Your current Oracle Business Intelligence environment and Your planned Oracle Business Intelligence Cloud Service environment. These workshops may include the following:
 - a. Review the Oracle Business Intelligence Cloud Service and Oracle Database Cloud Service used to host data;
 - b. Review data loading options and strategies for data integration from multiple sources;
 - c. Review the analytics development lifecycle including data modeling, building reports and dashboards, and applying security; and
 - d. Review the various deployment scenarios and strategies depending on Your current Oracle Business Intelligence infrastructure and future goals.
4. Create one (1) Prototype Business Intelligence program in Your Oracle Business Intelligence Cloud Service environment configured with up to:
 - a. Four (4) dimension tables, e.g. time, product, customer, location, etc.;
 - b. Two (2) fact tables (e.g. products, service calls, etc.) with up to three (3) measures (e.g. units sold, sales value, etc.); and
 - c. Two (2) dashboards with up to six (6) reports.
5. Conduct a two (2) hour workshop, which may be attended by up to four (4) participants, to demonstrate Your prototype Business Intelligence program in Your Oracle Business Intelligence Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Business Intelligence Cloud Service and Oracle Database Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of the Services.
5. Perform a back-up of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration access required by Oracle to support the performance of the Services.



7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Professional Services within the Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of the Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
9. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager
10. The Services will be performed onsite at your facility located at the address as specified in your order.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management



You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B85641 - Oracle Consulting Rapid Start for Oracle Big Data Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Big Data Cloud Service ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to four (4) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of developing a data storage and integration strategy for Your Oracle Big Data Cloud Service. These workshops may include the following:
 - a. Review the Oracle Big Data Cloud Service architecture and software components;
 - b. Review strategies for data loading and data integration;
 - c. Review leading practices for use of Hive and Hadoop Files System ("HDFS"); and
 - d. Review various deployment scenarios and strategies based on Your current big data infrastructure and future specifications.
4. Create one (1) Prototype Oracle Big Data Cloud program in Your Oracle Big Data Cloud Service environment and load up to three (3) of Your test data files, up to one (1) million records total.
5. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Prototype Oracle Big Data Cloud Service environment and record observations and recommendations in the Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Big Data Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform a backup of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.



7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Provide to Oracle up to three (3) Excel data file extracts, containing up to one (1) million records total, of Your cleansed test data.
9. Contact Oracle request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
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9. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.
10. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
11. The Services will be performed onsite at your facility located at the address as specified in your order.
12. You acknowledge that if Your test data load cannot be performed because of errors in the Excel data file extract provided by You, the test data load set forth in section 4 of the Description of Services will not be performed.
13. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86374 - Oracle Consulting Rapid Start for Oracle SOA Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle SOA Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services;
3. Conduct up to fourteen (14) hours of workshop(s) which may be attended by up to five (5) participants for the purpose of reviewing Your current integration environment and planned Oracle SOA Cloud Service environment. These workshops may include the following:
 - a. Review of the Oracle SOA Cloud Service capabilities and Oracle leading practices for creating enterprise integration services for connecting business applications;
 - b. Provide an overview presentation of the Oracle SOA Cloud Service technology and application adapters and supported integration patterns;
 - c. Review the lifecycle management and monitoring processes of Your SOA Cloud Service environment.
 - d. Assist You in the selection of a "qualifying candidate integration" that is either:
 - (i) one (1) or more integration use cases from a provided Oracle Consulting Platform as a Service ("PaaS") Use Case Catalog to be deployed in Your Oracle SOA Cloud Service non-production environment, or
 - (ii) one (1) qualifying candidate customer integration use case that Oracle estimates can be deployed within the eight (8) hour period set forth in section 4 of the Description of Services;
 - e. Review the processes to configure user accounts and roles in Your Oracle SOA Cloud Service environment.
4. Provide up to fourteen (14) hours of services to deploy one (1) or more integration service provided by Oracle Consulting or from Your qualifying integrations;
5. Participate in integration testing of the sample integration service endpoints for up to two (2) hours; and
6. Conduct a two (2) hour workshop to demonstrate Your sample integration service deployed on Your Oracle SOA Cloud Service environment and provide observations and integration recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions



In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle SOA Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Expose an internal Simple Object Access Protocol (SOAP) endpoint over the public internet for the one (1) sample integration.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. Your qualifying candidate integration will meet the requirements of a non-production integration where source and target applications are supported by currently available adapters or have Simple Object Access Protocol (SOAP) enabled endpoints. The implementation will be limited to the security mechanisms (such as OAuth (Open Authorization)) supported by Oracle SOA Cloud Service.
10. The selected integration service will be deployed in a non-production Oracle SOA Cloud



Service environment.

11. Anything not expressly listed in the Description of Services is not included in the scope of or estimated fees for, Services. Out of scope services include, but are not limited to, the following: customization of sample integration, integration with unsupported security mechanisms, configuration of application messaging, migration of application data and performance testing.
12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86373 - Oracle Consulting Rapid Start for Oracle Messaging Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Messaging Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services;
3. Conduct up to eight (8) hours of workshop(s) which may be attended by up to ten (10) participants for the purpose of reviewing Your current messaging environment and planned Oracle Cloud Messaging Service environment. These workshops may include the following:



- a. Review of the Oracle Cloud Messaging Service capabilities and Oracle leading practices for creating integration services for connecting enterprise applications using messaging;
 - b. Provide an overview presentation of the Oracle Cloud Messaging Service architecture, features and message delivery patterns;
 - c. Review the lifecycle management process of Your Oracle Messaging Cloud Service environment.
 - d. Assist You in the selection of a “qualifying candidate non production messaging application” that is either (i) one (1) or more messaging use cases from a provided Oracle Consulting Platform as a Service (“PaaS”) Use Case Catalog to be deployed in Your Oracle Messaging Cloud Service non-production environment, or (ii) one (1) qualifying candidate customer messaging use case that Oracle estimates can be deployed within the twenty four (24) hour period set forth in section 4 of the Description of Services;
 - e. Review the processes to configure user accounts and roles in Your Oracle Messaging Cloud Service environment.
4. Provide up to twenty-four (24) hours of services to deploy one (1) or more messaging service selected from the Oracle Consulting PaaS Use Case Catalog or from Your qualifying integrations;
 5. Participate in integration testing of the sample messaging service endpoints for up to two (2) hours; and
 6. Conduct a two (2) hour workshop to demonstrate Your sample messaging service deployed on Your Oracle Messaging Cloud Service environment and provide observations and messaging recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Messaging Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, messaging brokers, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide existing messaging brokers, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.



9. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Oracle Consulting PaaS Use Case Catalog will be provided upon commencement of the Services.
10. Your qualifying candidate non-production messaging application will meet the requirements and limitations imposed by Oracle Messaging Cloud Server as defined in the product documentation on Oracle Metalink.
11. The selected messaging application will use less than three (3) messaging queues and will be deployed in a non-production on-premise environment and the messaging resources will be deployed to a non-production Oracle Messaging Cloud Service environment.
12. Anything not expressly listed in the Description of Services is not included in the scope of or estimated fees for, Services. Out of scope services include, but are not limited to, the following: customization of sample application, application with unsupported security mechanisms, configuration of application messaging, migration of application data, activities related to deployment of Oracle Messaging Cloud Service on the private cloud, functional and performance testing.
13. The Services will be performed onsite at Your facility located at the address as specified in Your order.
14. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86652 - Oracle Consulting Rapid Start for Oracle Compute Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Compute Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to ten (10) hours of workshop(s) which may be attended by up to six (6) participants for the purpose of reviewing Your current compute environment and planned Oracle Compute Cloud Service environment. Such workshops may include the following:
 - a. Review the capabilities and features of Oracle's Compute Cloud Service for creating compute environments;
 - b. Review physical-to-virtual and virtual-to-virtual migration strategies;
 - c. Assist You in the selection of (i) one (1) of Your applications for migration or (ii) a sample Oracle provided Java application for the purposes of demonstrating migration to the Oracle Compute Cloud Service ("Application");
 - d. Review leading practices for monitoring, management, and security.
4. Provide up to eight (8) hours of services to provision Oracle Compute Cloud Service and migrate the Application.
5. Provide up to six (6) hours of services to establish a connection to a database or storage, as required by the Application.
6. Conduct a four (4) hour workshop which may be attended by up to six (6) participants, to demonstrate provisioning and application migration to Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery

- of the Services: Oracle Compute Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
 4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
 5. Identify and make available a sample non-prod application for demo migration.
 6. Perform a back-up of Your on-premise Application prior to commencement of the Services.
 7. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
 8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
 9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
 10. Provide appropriate database and storage environment(s) on-premises or in Oracle Cloud and required connectivity to those environments as required by the Application.
 11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services
 12. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The qualifying candidate application must meet the requirements of being supported in a Oracle Compute Cloud Service predefined template available on Oracle Market Place and can be migrated in up to four (4) hours.
10. The Services will be performed in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
11. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: patching or upgrades.
12. The Services will be performed onsite at Your facility located at the address as specified in Your order.
13. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is



available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86650 - Oracle Consulting Rapid Start for Oracle E-Business Suite on Oracle Compute Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle E-Business Suite on Oracle Compute Cloud Service services ("Services"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to eight (8) hours of workshop(s), each of which may be attended by up to 4 (four) participants, for the purpose of reviewing Your current Oracle E-Business Suite environment and Your planned Oracle Compute Cloud Service environment. These workshops may include following:
 - a. Review Your Oracle E-Business Suite environments requirements and assist You in selecting the appropriate deployment approach for Your Oracle E-Business Suite environment on Oracle Compute Cloud Service; an Oracle Marketplace image for a VISION demo or an empty Oracle E-Business Suite instance;
 - b. Review storage and network requirements for Your Oracle E-Business Suite on Oracle Compute Cloud Service;
 - c. Review the lifecycle management strategy that includes management and monitoring, cloning, and patching tools for Your Oracle E-Business Suite environment on the Oracle Compute Cloud Service environment;



- d. Review user accounts and roles configuration for use of Your Oracle Compute Cloud Service environment; and
 - e. Review the processes for establishing network connectivity to Your Oracle E-Business Suite environment running in Your Oracle Compute Cloud Service environment.
4. Provide up to twenty four (24) hours of services to provision and configure Oracle E-Business VISION demo or install Oracle E-Business Suite on Your non-production Oracle Compute Cloud Service environment.
 5. Conduct a four (4) hour workshop, which may be attended by up to six (6) participants, to demonstrate Oracle E-Business Suite availability on Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Compute Cloud Service.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Identify and make available a sample non-prod application for demo migration.
6. Perform a back-up of Your on premise compute sample application that may be used as a candidate to migrate as a sample Application to the new compute cloud environment prior to commencement of Services.
7. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
12. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.



2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Services will be performed in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: integration with any on-premises or cloud environments including Oracle Database Cloud Service, Oracle Storage Cloud Service, or Oracle Network Cloud Service.
11. The Services will be performed onsite at Your facility located at the address as specified in Your order.
12. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86651 - Oracle Consulting Rapid Start for Oracle PeopleSoft on Oracle Compute Cloud Service



Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle PeopleSoft on Oracle Compute Cloud Service services (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to 8 hours of workshop(s), for up to 4 (four) participants, for the purpose of reviewing Your current and planned Oracle PeopleSoft environments. These workshops may include:
 - a. Review Your Oracle PeopleSoft environments requirements and assist You in selecting the appropriate deployment approach for Your Oracle PeopleSoft environment on Oracle Compute Cloud Service; an Oracle Marketplace image for a Oracle PeopleSoft 9.2 demo or an empty Oracle PeopleSoft instance.
 - b. Review storage and network requirements for Your Oracle PeopleSoft on Oracle Compute Cloud Service.
 - c. Review the lifecycle management strategy that includes management and monitoring, cloning, and patching tools for Your Oracle PeopleSoft environment on the Oracle Compute Cloud.
 - d. Review user accounts and roles configuration for use of your Oracle Compute Cloud Service environment.
 - e. Review the processes for establishing network connectivity to Your Oracle PeopleSoft environment on Oracle Compute Cloud Service.
4. Provide up to twenty-four (24) hours of services to provision and configure Oracle PeopleSoft 9.2 demo or complete an installation of Oracle PeopleSoft on Your non-production Oracle Compute Cloud Service environment.
5. Conduct a four (4) hour workshop which may be attended by up to six (6) participants, to demonstrate Oracle PeopleSoft availability on Your Oracle Compute Cloud Service environment and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Compute Cloud Service.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of services.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Identify and make available a sample non-prod application for demo migration.
7. Perform a back-up of Your on premise compute sample application that may be used as a candidate to migrate as a sample Application to the new compute cloud environment prior to



- commencement of Services.
8. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
 9. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
 10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
 11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 12. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The Services will be performed in Your non-production Oracle Compute Cloud Service environment (latest version available at the time of provisioning).
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but is not limited to, the following: integration with any on-premises or cloud environments including Oracle Database Cloud Service, Oracle Storage Cloud Service, or Oracle Network Cloud Service.
11. The Services will be performed onsite at your facility located at the address as specified in your order.
12. The Services may be performed on either an Oracle Cloud services environment or a Oracle Public Cloud Machine environment where the Oracle Public Cloud Machine service is available and the Oracle Cloud Service(s) required as outlined in Your Obligations are supported.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise



stated in Your order (“Professional Services Period”). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B86653 - Oracle Consulting Rapid Start for Oracle Data Visualization Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Data Visualization Cloud Service services (“Services”):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Oracle will participate in a one (1) hour meeting to review the Services with You;
3. Conduct up to four (4) hours of workshop(s), which may be attended by up to four (4) participants, for the purpose of creating a use case for Your Oracle Data Visualization Cloud Service. These workshops may include the following:
 - a. Review the Oracle Data Visualization Cloud Service architecture and software components;
 - b. Review strategies for data loading;
 - c. Review leading practices for validation of loaded data and data aggregation methods;
 - d. Demonstrate how to create projects in Oracle Data Visualization Cloud Service Canvas;
 - e. Demonstrate how to sorting and analyzing loaded data
 - f. Demonstrate how to select visualization types based on automatic recommendations, using the Oracle Data Visualization Cloud Service; and
 - g. Demonstrate how to create measurements on the Oracle Data Visualization Cloud Service Canvas.
4. Create one (1) prototype design, including mash-up analysis and visual stories;
5. Create one (1) prototype Oracle Data Visualization Cloud program, based on the prototype design from section 4 above, consisting of up to six (6) visual graphics in Your Oracle Data Visualization Cloud Service environment and load up to three (3) of Your test data files, up to one million (1,000,000) records total; and
6. Conduct a two (2) hour workshop which may be attended by up to four (4) participants, to demonstrate Your Prototype Oracle Data Visualization Cloud Service environment and record observations and recommendations in the Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Data Visualization Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform a backup of Your on-premise database environment prior to commencement of the Services.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.
9. Provide to Oracle up to three (3) Excel data file extracts, containing up to one (1) million records total, of Your cleansed test data.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
12. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.



13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. You acknowledge that if Your test data load cannot be performed because of errors in the Excel data file extract provided by You, the test data load set forth in section 4 of the Description of Services will not be performed.
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
12. At Oracle's discretion, the Services will be performed either onsite or remotely.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.



B86907 - Oracle Consulting Implementation for Oracle Identity Cloud Service, Integration with Microsoft Active Directory

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Implementation for Oracle Identity Cloud Service, Integration with Microsoft Active Directory (“Services”):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Oracle will participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct a four (4) hour workshop, which may be attended by up to ten (10) participants, for the purpose of demonstrating IDCS functionality and capabilities;
4. Conduct a four (4) hour workshop, which may be attended by up to ten (10) participants, to review Your Oracle Identity Cloud Service (“IDCS”) requirements and Microsoft Active Directory (“AD”) integration prerequisites;
5. Finalize the IDCS Definition Document outlining basic customizations to IDCS including adding Your company logo, configuration of a notification template, and configuration of system parameters;
6. Customize Your IDCS instance according to the IDCS Definition Document;
7. Install the IDCS ID Sync application in one (1) non-production or one (1) production on-premise Microsoft AD domain;
8. Configure IDCS ID Sync unidirectional synchronization for up to five thousand (5000) user IDs and up to twenty (20) group IDs to Your IDCS instance;
9. Conduct a two (2) hour workshop, which may be attended by up to ten (10) participants, to review Your IDCS instance and record observations, next steps and recommendations in an Engagement Summary Report.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Identity Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
6. Provide database, system, and network administration required by Oracle to support the performance of the Services.
7. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle



resources to perform Services under this order, You will provide access to Oracle as follows:

- a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources. Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.
8. If while performing Services Oracle requires access to other vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf.
 9. Maintain the properly configured Microsoft Active Directory environment to support the Services.
 10. Contact Oracle request and schedule the performance of Services within the Professional Services Period. The Services will be scheduled at a date and time mutually agreed to by the project managers.
 11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
 13. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of Services.
7. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.



8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. The on premise Microsoft AD domain contains cleansed user IDs and group IDs supported by IDCS ID Sync application.
10. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then you agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the onsite Services above does not include of travel and out-of-pocket expenses. Services must commence within three (3) months from your order's signature date, unless otherwise stated in your order. Should Services not commence in such time, Oracle's obligation to provide Services shall be terminated, with no further action required of either party, and you shall not be entitled to a refund, or any credit toward additional or other services.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87808 - Oracle Consulting Rapid Start for Oracle Ravello Cloud Service

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Rapid Start for Oracle Ravello for Oracle Cloud ("Services"):

1. Provide to You a pre-defined, Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to two (2) hours of workshop, which may be attended by up to six (6) participants, for the purpose of reviewing Oracle Ravello's capabilities, functionality, and technical architecture;
4. Conduct up to six (6) hours of workshop(s), which may be attended by up to six (6) participants, for the purpose of assessing Your current on-premises virtualized environment and Your planned public cloud environment. These workshops may include the following:
 - a. Review Your source virtual machine environments and select up to five (5) virtual machines to be uploaded to the cloud.
 - b. Define a high-level roadmap for uploading remaining qualifying virtual machine environments to the cloud using Oracle Ravello Cloud Service.
5. Activate Your Oracle Ravello Cloud Service account;
6. Upload the selected virtual machine environments to Your provisioned public cloud



environment using Oracle Ravello;

7. Conduct up to four (4) hours of workshop which may be attended by up to six (6) participants, to demonstrate Your virtual machine environments in the public cloud environment and review roadmap for removing remaining environments and record observations and recommendations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Ravello Cloud Service.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of the Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Provide database, system, storage and network administration required by Oracle to support the performance of Services.
6. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
7. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
8. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
9. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
7. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
8. Architecture diagrams and Project Work Plan will be in a format determined by Oracle.
9. The maximum number of virtual machines selected for upload to Oracle Compute Cloud Service using Oracle Oracle Ravello Cloud Service is five (5).
10. The selected virtual machines must be in a format specified by Oracle.
11. The Services will be performed in Your non-production public cloud environment supported



as defined by the Oracle Ravello Cloud Service product documentation.

12. The uploaded VMs will not be used for production purposes.
13. Upload of up to five (5) virtual machine environments will not exceed forty-eight (48) hours.
14. The maximum Core Processor Unit (CPU) allocation per virtual machine in the Oracle Compute Cloud Service is eight (8).
15. Validation of successful upload will be confirmed by starting the virtual machine environments in Oracle Compute Cloud Service.
16. The Services will be performed onsite at Your facility located at the address as specified in Your order
17. Anything not expressly listed in the Description of Services section of this order is not included in the scope of, or estimated fees for, Services. Out of scope services include, but is not limited to, the following: troubleshooting any deficiencies of the software inclusive in the virtual machine environments or any broken links to the on-premises software.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for this onsite Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87806 - Oracle Consulting Lift and Shift for Oracle E-Business Suite to Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following Oracle Consulting Lift and Shift for Oracle E-Business Suite on Oracle Cloud ("Services"):

1. Provide to You a pre-defined, Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to six (6) participants, for the purpose of reviewing Your current and planned Oracle E-Business Suite environment. The workshop(s) may include the following:
 - a. Review the capabilities, functionality, and technical architecture of Oracle Compute



- Cloud Service or Oracle Bare Metal Cloud Service.
 - b. Review the current state of one (1) of Your qualifying source Oracle E-Business Suite environments targeted for migration to Your Oracle Cloud instance.
 - c. Review migration strategies and define a migration approach for moving Your Oracle E-Business Suite Application environment to the Oracle Cloud.
 - d. Review source and target connectivity requirements and prepare a connectivity plan
 - e. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Cloud Service environment.
4. Create a migration plan describing the tasks required to migrate Your Oracle E-Business Suite environment to Oracle Compute Cloud Service or Oracle Bare Metal Cloud Service per migration strategy.
 5. Provision Your Oracle Cloud infrastructure for Your database tier which may include one or more of the following:
 - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
 - b. Create one (1) Oracle Database instance in Your Oracle Database Cloud Service, or
 - c. Provision an instance on Oracle Compute Cloud Service for the database running in a VM/KVM, or
 - d. Install Your licensed Oracle Database software on Oracle Bare Metal Cloud Service;
 6. Prepare and migrate the Oracle Database to the provisioned Oracle Cloud environment including:
 - a. Establish network connectivity to Your database running in Your Oracle Database Cloud Service, Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service environment;
 - b. Move a point-in-time copy of up to two (2) terabytes of Your data from Your source Oracle Database to Your provisioned Oracle Database in the Oracle Cloud Service;
 - c. Confirm the Oracle Database and data has been migrated to the Oracle Cloud Service.
 7. Provision Your Oracle Cloud infrastructure for the application tier which may include one or more of the following:
 - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
 - b. Create up to three (3) VMs/KVMs in Your Oracle Compute Cloud Service;
 - c. Clone Your Oracle E-Business Suite application tier;
 - d. Migrate up to three (3) Oracle E-Business Suite Application virtual machines
 8. Compile any existing customizations in the target environment and report any issues to You for resolution.
 9. Provide up to sixteen (16) hrs. of issue remediation post migration;
 10. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate management and monitoring, metering and charge back for managing the migrated Oracle E-Business Suite environment running on Your Oracle Cloud Service and document feedback and observations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Database Cloud Service and Oracle Compute Cloud Service, or Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Maintain the properly configured source hardware/operating system platform to support the Services.

12. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
13. Obtain Cloud Services under separate contract prior to the commencement of Services under this order and maintain such Cloud Services for the duration of the Services provided under this order.
14. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
15. Complete the validation of the migrated Dev/Test environment on Oracle Cloud within maximum 2 business days upon Oracle's completion of the migration.
16. Assist Oracle for uploading the source Database extract to Oracle Cloud stage area.
17. Provide a completed filled Questionnaire document on the same day as sent out by Oracle at the start of the migration activities.
18. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
19. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
6. Architecture diagrams will be and Project Workplan will be in a format determined by Oracle.
7. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
8. At Oracle's discretion, the Services will be performed either onsite or remotely.
9. Oracle offshore resources will provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication.
10. The Workshops will be delivered with combinations including Oracle Consultants available through Tele/Web Conference and/or at customer office.
11. Your qualifying source Oracle Database must meet the requirements of Oracle Cloud certified Database release 11.2.0.4 and must not exceed two (2) terabytes of data. Any dot release Oracle Database upgrade required will be performed as part of these Services.
12. Your Oracle Database will be provisioned on either a Real Application Clusters (RAC) with Oracle Database Cloud Service (DBCS) or on a Non RAC Oracle Database in Oracle Compute Cloud Service or Oracle Database Cloud Service.
13. Your qualifying Oracle E-Business Suite environment must meet the configuration requirements of Oracle Linux, Red Hat Enterprise Linux, or SUSE Linux Enterprise Server (x86-64) operating system and selected environment on Oracle Cloud will have Oracle Linux 6 (x86-64) operating system.
14. Your qualifying Oracle E-Business Suite Application R12.1.3, or R12.2.3+ has, at the application tier a maximum of two (2) nodes with an application load balancer configuration.
15. The criteria for successful Application Migration to Oracle Cloud are:
 - a. Able to login to Migrated application on Oracle Cloud
 - b. Able to launch Standard Forms
 - c. Standard concurrent request "Active Users" completion with status "Completed Normal"



- d. Able to navigate Standard Self-Service application / responsibilities
- 16. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but are not limited to, the following
 - a. Production Migration
 - b. Oracle E-Business Suite Upgrade
 - c. Resolving issues arising from compiling customization in Oracle Cloud environment
 - d. Customizations upgrade (other than Object compilation)
 - e. Functional Testing and functional support
 - f. Integrations
 - g. Implementation of data security options
 - h. Disaster Recovery
 - i. Oracle Enterprise Manager Configuration
 - j. Co-existence implementation with Oracle SaaS
- 17. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).
- 18. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B87807 - Oracle Consulting Lift and Shift for Non-Oracle Applications to Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the



following Oracle Consulting Lift and Shift for Non-Oracle Applications to Oracle Cloud for Your non-production environment (“Services”):

1. Provide a pre-defined Project Work Plan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to six (6) participants, for the purpose of reviewing Your current and planned non-Oracle Application environment. The workshop(s) may include the following:
 - a. Review the capabilities, functionality, and technical architecture for Your Oracle Cloud Service(s).
 - b. Review the current state of one (1) of Your qualifying source non-Oracle Application environment targeted for migration to Your Oracle Cloud instance.
 - c. Review migration strategies and define a migration approach for moving Your non-Oracle Application environment to the Oracle Cloud.
 - d. Review source and target connectivity requirements and prepare a connectivity plan.
 - e. Define the lifecycle management strategy that includes management and monitoring, scheduled backups, restore, and patching for Your Oracle Cloud Service environment.
4. Create a migration plan describing the tasks required to migrate Your non-Oracle Application environment to Oracle Cloud, including tasks required for You to migrate the application tier, per the migration approach defined in the workshop(s).
5. Provision Your Oracle Cloud infrastructure which may include one or more of the following:
 - a. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Database Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
 - b. Create one (1) Oracle Database instance in Your Oracle Database Cloud Service, or
 - c. Provision an instance on Oracle Compute Cloud Service for the database running in a VM/KVM.
 - d. Install Your licensed Oracle Database software on Oracle Bare Metal Cloud Service;
 - e. Configure up to two (2) user accounts and up to two (2) roles for use of Your Oracle Java Cloud Service environment, Oracle Compute Cloud Service environment or Oracle Bare Metal Cloud Service Environment;
 - f. Create one (1) instance of Your Oracle Java Cloud Service, or install Oracle Weblogic and Java Virtual Machine on Oracle Compute Cloud Service.
6. Prepare and migrate the database to the provisioned Oracle Cloud environment including:
 - a. Establish network connectivity to Your database running in Your Oracle Database Cloud Service, Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service environment;
 - b. Move a point-in-time copy of up to 500 Gigabyte of Your data from Your source Oracle Database to Your provisioned Oracle Database in the Oracle Cloud Service;
 - c. Validate the database and data has been migrated to the Oracle Cloud Service.
7. Migrate and verify one (1) qualifying customer Java Enterprise Edition Application (as defined below) from Your non-production (non-clustered) Oracle WebLogic Server instance to an instance in Your Oracle Cloud environment or provide forty (40) hours to assist You with migrating the non-Oracle Application tier including assistance with configuration, file transfer, database connectivity, security features, and issue resolution.
8. Conduct one workshop which is up to four (4) hours in duration and which may be attended by up to eight (8) participants, to demonstrate management and monitoring, metering and charge back for managing the migrated non-Oracle Application environment running on



Your Oracle Cloud Service and document feedback and observations in an Engagement Summary Report Document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following subscriptions and complete the provisioning process prior to delivery of the Services: Oracle Network Cloud Service, Oracle Database Cloud Service and Oracle Compute Cloud Service, or Oracle Compute Cloud Service, or Oracle Bare Metal Cloud Service.
3. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve



such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide us access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Maintain the properly configured source hardware/operating system platform to support the Services.
12. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
13. Install any required third-party software.
14. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. Complete the validation of the migrated Dev/Test environment on Oracle Cloud within maximum of two (2) business days upon Oracle's completion of the migration.
17. Assist Oracle for uploading the source Database extract to Oracle Cloud stage area.
18. Provide a completed filled Questionnaire document on the same day as sent out by Oracle at the start of the migration activities.
19. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
20. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
5. All written documentation and communication will be done in English unless mutually agreed otherwise.
6. The sections and contents of the Engagement Summary Report Document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.
7. Architecture diagrams and the Project Work Plan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. At Oracle's discretion, the Services will be performed either onsite or remotely.
10. Oracle offshore resources will provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication.
11. The Workshops will be delivered with combinations including Oracle Consultants available through Tele/Web Conference and/or at customer office.
12. Your Oracle Database version must be supported to run in the Oracle Database Cloud Service as defined by Oracle prior to the commencement of Services.
13. Total data size migrated may vary depending on the connectivity, network bandwidth and transfer rates between Your on-premise database server environment and the Oracle Cloud



Service environment but will not exceed 500 gigabytes of data or thirty-two (32) hours in duration, whichever comes first.

14. The functionality of Your source database(s) will not change due to the migration of the source database(s) from the source system(s) to the target system.
15. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).
16. Only the migration of Java Application(s) to Oracle Cloud is supported in this Service.
17. Qualifying Java application on WebLogic version 11g (PS6) or 12c (12.1.2) (or latest version available at the time of deployment) may be deployed to Oracle Java Cloud Service, all other versions will be migrated to Oracle Compute Cloud Service or Oracle Bare Metal Cloud Service as defined in the migration plan (section 4).
18. The qualifying Java application must meet the requirements of Java Enterprise Edition 1.7 standalone application running on a Java Virtual Machine with 4 gigabytes or less heap size, self-contained in a single Enterprise Archive file, Application Archive file, or Java Archive file with the only external dependency being on required database resources.
19. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Services identified as out of scope include, but are not limited to, the following
 - a. Oracle Database Upgrade
 - b. Application Upgrade
 - c. Weblogic Upgrade
 - d. Java Virtual Machine Upgrade
 - e. Migrating non-Java Applications
 - f. Integrations
 - g. Implementation of Database Security options
 - h. Disaster Recovery and Real Application Cluster RAC Setup
 - i. Functional, integration or performance testing
20. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries



concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89397 - Oracle Consulting Application Development Prototyping in Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") related to Your Oracle Consulting Application Development Prototyping in Oracle Cloud ("Services"):

1. Provide a pre-defined, Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to sixteen (16) hours of workshop(s) for up to ten (10) participants consisting of an overview of Your cloud platform, Development Operations ("DevOps") concepts, Agile development methodologies, cloud native application development, and microservices architecture concepts;
4. Provide up to sixteen (16) hours to review Your requirements for prototyping and work with You to mutually agree on the following:
 - a. Architecture and approach;
 - b. Cloud services to be used;
 - c. Application prototype scope and high-level design;
5. Provision Your Oracle Cloud Services accounts ("provisioned Cloud Services");
6. Provide up to forty (40) hours to configure a DevOps environment and build processes using Oracle Developer Cloud Service ("DevOp processes");
7. Provide up to one hundred sixty (160) hours to create the mutually agreed application prototype using the provisioned Cloud Services and DevOps processes structured in two (2) application prototyping iterations, or sprints, with the one hundred sixty (160) hours to be utilized by You within a period not exceeding two (2) weeks commencing as of the start of the first sprint;
8. Conduct up to sixteen (16) hours of workshop(s) for up to ten (10) participants consisting of an overview of the results of the Services provided, discussing next steps for developing the application prototype as Your cloud native application and recording observations and recommendations in an Engagement Summary Report document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate cloud services (which may include other vendor's cloud services), as determined during the performance of Services, under separate contract within a timely manner and the Professional Services Period. You must maintain such cloud services for the duration of the Services provided.
2. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the Project Workplan.
3. Provide Oracle with access to data structures, documentation, applications, databases, and



- artifacts as required by Oracle to support the performance of Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
 5. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
 6. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
 7. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 8. If required to provide the Services, provide source environment access and connectivity details for Your network, e.g. servers where Your source environment are located.
 9. If while performing Services Oracle requires access to other vendor's cloud services, You will be responsible for acquiring all such cloud services and the appropriate license rights necessary for Oracle to access such cloud services on Your behalf.
 10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. The initial workshop will be delivered with a standard agenda and standard material.
7. The DevOps environment and DevOp processes will be based on functionality of Oracle Developer Cloud Service and will only support the build of the application prototype.
8. The purpose of the prototype is to demonstrate the selected architecture and development approach, and therefore the prototype created will only consist of a subset of the business functionality in a non-production environment.
9. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services



The fee for the Services above do not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89398 - Oracle Consulting Application Development Prototyping Add On in Oracle Cloud

Description of Services

Oracle will provide You with up to eighty (80) hours following assistance services ("Services") related to Your Application Prototype ("Prototype"):

1. Assist You in executing application prototype activities;
2. Assist You in adjusting the application architecture based on the findings from the application prototyping activities; and
3. Assist You in further developing the Development Operations ("DevOps") environment used to support the application prototyping.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate cloud services (which may include other vendor's cloud services), as determined during the performance of Services, under separate contract within a timely manner and the Professional Services Period. You must maintain such cloud services for the duration of the Services provided.
2. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the Project Workplan created as part of the prior services.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
5. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan created as part of the prior services.
6. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the



- project managers.
7. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 8. If required to provide the Services, provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
 9. If while performing Services Oracle requires access to other vendor's cloud services, You will be responsible for acquiring all such cloud services and the appropriate license rights necessary for Oracle to access such cloud services on Your behalf.
 10. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. The purpose of the prototype is to demonstrate the selected architecture and development approach, and therefore the application prototype created will only consist of a subset of the business functionality in a non-production environment.
7. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the required previously provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning



the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89020 - Oracle Consulting Implementation for Oracle Cloud Access Security Broker Cloud Service

Description of Services

Oracle will provide You with up to the quantity of Professional Service hours identified in Your order for Oracle Consulting Implementation for Oracle Cloud Access Security Broker Cloud Service ("CASB") with any of the following related to Onboarding, Operationalization, and Post Operationalization of the most current version of CASB in Your Oracle Cloud environment ("Services"):

1. Onboarding:
 - a. Conduct project kickoff workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to review CASB requirements, prioritize project tasks, and select one (1) target CASB-supported application to be registered.
 - b. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to demonstrate CASB capabilities.
 - c. Confirm that Your Root Administrator credentials are received.
 - d. Assist Your Root Administrator with login to Your CASB.
 - e. Assist Your Root Administrator with registration of one (1) CASB-supported application in Your CASB.
 - f. Assist Your Root Administrator with registering for a My Oracle Support account.
 - g. Assist Your Root Administrator with identification of CASB Help documentation and with providing an overview of CASB knowledge base structure and flow.
 - h. An overview of CASB console including application management and administration management functions.
 - i. Confirm Your CASB has ingested data over one (1) twenty-four (24) hour period.
 - j. Conduct one (1) remote operationalization meeting to review and monitor administration activity.
2. Operationalization:
 - a. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to demonstrate how to:
 1. Create additional users (e.g. tenant admin, security analyst, compliance manager) in the console.
 2. Enable high risk alert emails for CASB console users.
 3. Setup IP whitelist.
 4. Setup IP blacklist.
 5. Review threat feeds.
 6. Reset dedicated service account password for one (1) registered CASB-supported application.
 7. Review CASB user tab for three (3) monitored users.
 8. Generate one (1) custom report, one (1) user activity report, and one (1) CASB audit trail report.
 9. Resolve up to five (5) security control alerts within the CASB console.

10. Create a My Oracle Support service request from CASB risk alert.
 11. Review and dismiss up to three (3) CASB risk alerts.
 12. Walk through creation of a custom CASB policy.
 13. Modify and activate CASB default tenant policies.
 14. Activate and rearrange additional CASB Key Security Indicators (“KSIs”).
 15. Review up to three (3) KSIs.
 16. Review up to three (3) application specific reports including report filters.
 17. Configure up to one (1) CASB risk event alert.
3. Post Operationalization:
 - a. Conduct a workshop for up to four (4) hours, which may be attended by up to ten (10) participants, to:
 1. Review Your high-level daily security operations processes and review process to integrate CASB actionable intelligence and features.
 2. Review Your incident management processes and review process to use CASB actionable intelligence and features.
 3. Review Your Security Operations Center (SOC) team training and awareness.
 4. Assist You with analyzing up to three (3) CASB alerts.
 5. Assist You with adjusting Your CASB configuration to reduce the number of false positive alerts.
 4. Create a Project Summary Report to provide observations and recommendations.
 5. Conduct up to two (2) hours of workshop(s) for up to ten (10) participants consisting of an overview of the results of the Services provided and recording observations and recommendations in an Engagement Summary Report document.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
2. Obtain the following Oracle cloud services and complete the provisioning process prior to delivery of the Services: CASB.
3. Identify, schedule, and facilitate the necessary Onboarding, Operationalization and/or Post Operationalization sessions with Your business user representatives and project team members according to the project schedule.
4. Provide Oracle with access to Cloud Services, data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
5. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
6. Provide database, system, and network administration required by Oracle to support the performance of Services.
7. Designate a CASB Root Administrator.
8. Perform Your tasks identified in and accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that

Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

- a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
- b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
- c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period (as defined below). Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
12. Maintain the properly configured source hardware/operating system platform to support the Services.
13. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
14. Provide source environment access and connectivity details for Your network (i.e., servers where Your source environment is located).
15. Provide any notices, and obtain any consents, required for Oracle to perform Services.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle standard documentation formats will be used for all documentation prepared and/or delivered during the performance of Services.
3. The implementation methodology for the Services is Oracle Unified Methodology ("OUM").
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. Documented task outputs will be in a format determined by Oracle.
6. The sections and contents of the Project Summary Report document to be delivered to You will be defined by Oracle and agreed upon at commencement of the Services.



7. Architecture diagrams and Project Workplan will be in a format determined by Oracle.
8. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
9. You will create the dedicated service account for one (1) CASB-supported application.
10. You will perform all changes and configurations made to Your CASB.
11. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
12. The Services will be performed in Your non-production cloud services environment (latest version available at the time of provisioning).

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

The fee for the Services above does not include travel and out-of-pocket expenses. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources

B89337 - Oracle Consulting Rapid Start for Oracle Cloud Platform and Cloud Infrastructure

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Oracle Cloud Platform and Cloud Infrastructure:

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to seven (7) hours of workshop(s), which may be attended by up to ten (10) participants, to review Your current environment and Your planned Oracle Cloud Platform and



Infrastructure environment. These workshops may include the following:

- e. Review of the Oracle Cloud Platform and Infrastructure capabilities and Oracle's recommended practices for creating enterprise solutions;
 - f. Provide an overview of the selected Oracle Cloud Platform and Infrastructure services and their intended use within Your current architecture;
 - g. Review the lifecycle management and monitoring processes of Your Oracle Cloud Platform and Infrastructure environment;
 - h. Assist You in the selection of a qualifying Oracle Cloud Service example ("Example"), which will be deployed in a non-production environment as set out below; and
 - i. Review the processes to configure user accounts and roles in Your Oracle Cloud Platform or Oracle Cloud Infrastructure environment.
4. Provide up to sixteen (16) hours to deploy and demonstrate Your selected Example in Your Oracle Cloud Platform or Oracle Cloud Infrastructure non-production environment;
 5. Provide up to four (4) hours of guidance to You in connection to Your validation of the deployed Example;
 6. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to review and analyze Your current and future on-premise and Oracle Cloud architecture plans;
 7. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services performed.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
5. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
6. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. Contact Oracle to request and schedule the performance of Services within the Professional

Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.

10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
12. Provide any notices, and obtain any consents, required for Oracle to perform Services.
13. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Documented task outputs, such as architecture diagrams, Project Workplan and Project Management Plan, will be in a format determined by Oracle.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
7. The selected Example will be deployed in a non-production Oracle Cloud environment.
8. The selected Example must meet the requirements of an application, integration use case, SaaS extension, report or other item(s) that can be deployed to the Oracle Cloud Platform and



Infrastructure service(s) selected such that Oracle estimates it can be deployed within the sixteen (16) hour period as set out above.

9. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
11. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following is not an exhaustive list:
 - a. customization of Example integration;
 - b. integration with unsupported technologies;
 - c. configuration of application messaging;
 - d. migration of application data; and
 - e. performance testing.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89338 - Oracle Consulting Rapid Start for Migration of Oracle Applications to Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Migration of Oracle Applications to Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan
2. Participate in an up to two (2) hours meeting to review the Services with You



3. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants to review the Oracle Cloud infrastructure features and the technical approach related to the Services provided hereunder.
4. Provide You with a questionnaire document to capture key guidance elements for the migration.
5. Assist You with the preparation of a migration plan.
6. Assist You with obtaining and understanding the source environment access and connectivity details.
7. Assist You with the activation of Your Cloud infrastructure components.
8. Migrate Your on-premise Oracle Application Development or Test (“Dev/Test”) environment to the Oracle Cloud Infrastructure.
9. Provide You with up to sixteen (16) hours to assist You with the technical validation of the Dev/Test environment migrated to the Oracle Cloud Infrastructure.
10. Provide You with up to sixteen (16) hours to assist You with issue resolution during Your technical validation of the Dev/Test environment migrated to the Oracle Cloud Infrastructure.
11. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
12. Prepare a project summary report document (“Project Summary Report”) and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide any notices, and obtain any consent, required for Oracle to perform Services.
9. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
10. If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.



11. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
12. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
13. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
14. Provide within a period of five (5) days a completed questionnaire document as sent out by Oracle at the start of the migration Services.
15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. Complete the validation of the migrated Dev/Test environment in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon Oracle's completion of the migration Services. Your specialists will lead the validation effort.
17. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and project communications will be done in English unless mutually agreed otherwise.
4. The Oracle Applications release and all the technical components (e.g. Oracle Database) related to the environment to be migrated must be certified on Oracle Cloud Infrastructure.



5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. Migration to the Oracle Cloud Infrastructure will involve one (1) Oracle Applications Dev/Test environment.
7. Your database is either on Real Application Clusters ("RAC") with Database Cloud Service ("DBCS") or a Non RAC Database in Oracle Cloud Infrastructure or DBCS.
8. Oracle will copy/compile the existing customizations in the target environment. Any material issues encountered during compilation will be reported to You. Oracle will not be responsible for resolution of any customization issues.
9. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.
10. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.
11. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
12. The technical migration Services will be performed remotely by Oracle offshore resources.
13. Supported source and target Operating System type and version (e.g. Oracle Enterprise Linux Version 6) must be certified for the Oracle Cloud Infrastructure.
14. The criteria for completion of the Oracle Applications migration to Oracle Cloud are the ability to:
 - a. Login to the migrated Oracle Applications on the Oracle Cloud Infrastructure; and
 - b. Launch standard Forms and to execute standard Reports;
15. Oracle E-Business Suite Assumptions:
 - a. Oracle Applications has, at the Apps Tier, a maximum of two (2) nodes with an Application Load balancer configuration.
 - i. Standard concurrent request "Active Users" completion with status "Completed Normal"
 - ii. Able to navigate Standard Self-Service Application responsibilities
 - b. The maximum database size of the source environment planned for migration is up to 2 TB
16. PeopleSoft Assumptions:
 - a. The source environment is a complete Oracle stack (Oracle Database, Oracle Middleware, Oracle Application server)
 - b. Oracle Applications has, at the Apps Tier, a maximum of (two) 2 nodes with an Application Load balancer configuration
 - c. The criteria for completion of the Oracle Applications migration to the Oracle Cloud Infrastructure are the ability to:
 - i. Verify report node definition and distribution node definition;
 - ii. Verify the process scheduler by running the sample reports (AEMINTTEST (application engine), XRFWIN (SQR process) and PTBDBTST (Cobol process). The report status should be 'success' and the distribution status should be 'posted;'
 - iii. Verify the index and search option by using the people book functionality; and
 - iv. Verify the integration broker configuration.
 - d. The maximum database size of the source environment planned for migration is up to 600 GB
17. Siebel Assumptions:
 - a. Siebel architecture is a single node architecture. All components (i.e. Siebel Application Server, Web server and Gateway Server) are in the one node.
 - b. Copy of Customizations (Siebel Repository file, web templates or physical files, etc.)



from existing environment to Cloud will be done with Your team's assistance.

- c. The maximum database size of the source environment planned for migration is up to 500 GB.
18. Oracle JD Edwards ("JDE") Assumptions:
- a. Source environment is a complete Oracle stack (Oracle Database, Oracle Middleware, Oracle Application server)
 - b. JDE has a maximum of two (2) web tier with an Application Load balancer configuration and a maximum of two (2) enterprise servers.
 - c. The maximum database size (or path code) of the source environment planned for migration is up to 600GB.
19. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
20. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
- a. Performing Production environment migration;
 - b. Performing Oracle Applications release upgrade;
 - c. Performing Customization upgrades;
 - d. Performing functional testing and support;
 - e. Performing Data Encryption ("TDE"), Data Masking, DB Vault Setup, De-Militarized Zone ("DMZ") and Single Sign on (SSO) configuration;
 - f. Performing Backup / Disaster Recovery setup;
 - g. Performing Oracle Enterprise Manager Configuration;
 - h. Managing Co-existence implementation with other Oracle SaaS; and
 - i. Any activity related to any Non-Oracle Technology components.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve



Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89339 - Oracle Consulting Rapid Start for Migration of Oracle Workloads to Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Oracle Workloads to Oracle Cloud:

A. Planning Services. Provide You with up to fifty-six (56) hours to perform any of the following:

1. Provide a pre-defined Project Management Plan and a Project Workplan;
2. Participate in an up to two (2) hour meeting to review the Services with You;
3. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, on the required Oracle Cloud subscription, and review its features, environment deployment and migration approach.
4. Provide You with a questionnaire document to capture key guidance elements for the migration aspects.
5. Identify a suitable workload and review its relevant source environment access and connectivity details.
6. Assist You with:
 - a) The activation of Your Oracle Cloud subscriptions;
 - b) Perform a technical verification of Your Oracle Cloud environment, and
 - c) Review the technical verification results.
7. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
8. Prepare a project summary report document ("Project Summary Report") and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

In addition to the above Services, Oracle will perform only one (1) of the following migration Services (B, C, D1, D2 or D3 below). The Services to be performed will depend on Your use-case and will be identified by Oracle and agreed with You during the performance of the Planning Services set out in section A above.

B. Dev/Test Environment Migration Services.

Provide You with up to eighty (80) hours to perform any of the following:

1. Migrate one (1) Development or Test ("Dev/Test") Oracle database ("DB") identified by You to either:
 - a. Oracle DB Cloud Services; or
 - b. Oracle Cloud Infrastructure
2. Assist You in the migration of one (1) workload related application layer identified by You to either a) Oracle Cloud Infrastructure or b) the appropriate Oracle Cloud Services (e.g. Oracle Java Cloud Services or Oracle SOA Cloud Services).



3. Provide You with up to sixteen (16) hours to assist You with issue resolution during review of the migration Services.

C. Database Migration Services. Provide You with up to eighty (80) hours to perform any of the following:

1. Review with You both Your current and future state Oracle DB environments. This review may include:
 - a. Reviewing the current state of Your source Oracle DB environment(s) to identify one or more candidate source Oracle DB(s) based on a suitable workload for migration to Your Oracle Cloud environment; and
 - b. Defining the data movement and DB migration strategy for migrating Your candidate source Oracle DB(s) to Your Oracle Cloud environment.
2. Create the Oracle DB(s) instance(s) in Your Oracle Cloud.
3. Migrate a “point-in-time” copy of identified workload (up to 10 terabytes of Your data) from Your source Oracle DB(s) to Your provisioned Oracle DB(s) in Your Oracle Cloud environment.
4. Provide You with up to twenty-four (24) hours to assist You with validating the migration of the Oracle DB(s) and the associated data to Your Oracle Cloud environment.

D. Middleware Layer (e.g. Java or SOA Workload Migration Services). Provide You with up to eighty (80) hours to perform one (1) of the following middleware layer migration Services (D.1, D.2 or D.3) below. The Services to be performed will be identified with You during performance of the Planning Services set out in section A above.

D.1 Oracle Java Workload Migration Services: Oracle will perform any of the following:

1. Provide You with up to eight (8) hours to review Your current and future state Oracle Java environments. These Services may include the following:
 - a. Review the Oracle Cloud capabilities (Oracle Java Cloud Services or Oracle Cloud Infrastructure) when provisioning and managing Your Oracle Cloud environment;
 - b. Review the provisioning approach for Your Oracle Cloud environment for Your Java application(s);
 - c. Review the connectivity towards Oracle DB environments; and
 - d. Verify application deployments on Java environments.
2. Conduct with You a review of Your Oracle Enterprise Edition Java application(s) and identify a suitable workload (“Java suitable workload”) for deployment to Your Oracle Cloud environment.
3. Provide You with up to forty (40) hours to assist You with migrating the Java suitable workload from Your non-production Oracle WebLogic Server instance to an instance in Your Oracle Cloud environment.
4. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the Java suitable workload to Your Oracle Cloud environment.

D.2 Oracle SOA Workload Migration Services: Oracle will perform any of the following:



1. Provide You with up to sixteen (16) hours to review Your current and future state Oracle SOA environments. These Services may include the following:
 - a. Review the Oracle Cloud capabilities (Oracle SOA Cloud Services or Oracle Cloud Infrastructure) when provisioning and managing the Oracle Cloud environment;
 - b. Review the provisioning approach for Your Oracle Cloud environment for Your SOA application(s);
 - c. Review of Your Oracle SOA integration(s) and identify a suitable workload (“SOA suitable workload”) for deployment to the Oracle Cloud;
2. Provide You with up to forty (40) hours to assist You to migrate the SOA suitable workload into Your Oracle Cloud environment.
3. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the SOA suitable workload to Your Oracle Cloud environment.

D.3 Oracle Other Workload Migration Services: Oracle will perform any of the following:

1. Provide You with up to sixteen (16) hours to review Your current and future state Oracle middleware environments in order to identify a suitable Oracle Other workload (“OO suitable workload”) for deployment to the Oracle Cloud.
2. Provide You with up to forty (40) hours to assist You with migrating the OO suitable workload into Your Oracle Cloud environment.
3. Provide You with up to twenty-four (24) hours to assist You with validating, and performing issue resolution around, the migration of the OO suitable workload to Your Oracle Cloud environment.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, DBs, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide any notices, and obtain any consent, required for Oracle to perform Services.
9. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.



10. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
13. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
14. Provide within a period of 5 days a completed filled Questionnaire document as sent out by Oracle at the start of the migration Services.
15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. Complete the validation of the migrated environments in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon Oracle's completion of the migration Services. Your specialists will lead this validation effort.
17. Provide appropriate DB environment(s) and required connectivity to those environments as required by the migrated Application(s).
18. Provide the relevant Java application(s) and the relevant artifacts that meet the application requirements of the agreed upon suitable workload.
19. Assist Oracle with uploading the source DB extract to the Oracle Cloud environment stage area.
20. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions



1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. The technical migration Services will be performed remotely by Oracle offshore resources.
3. All written documentation and project communications will be done in English unless mutually agreed otherwise.
4. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.
8. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
9. A 'suitable workload' means a workload related to a non-production environment, requiring up to a maximum of eighty (80) hours of work to be moved to the Oracle Cloud infrastructure (includes both migration and validation tasks).
10. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
11. The migration Services for Your on-premise Oracle DB server environment and the Oracle DB Cloud Service/ Oracle Cloud Infrastructure environments are limited to the earlier to occur of the following: ten (10) terabytes of data or completion of twenty-four (24) hours of migration Services.
12. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - a. Performing Production environment migration;
 - b. Performing Customization of migrated Java applications;
 - c. Performing Configuration of application messaging and application data;
 - d. Performing Functional testing/support;
 - e. Performing Integration and performance testing;
 - f. Provisioning of DBs or migration of data and schemas.
 - g. Performing Data Encryption (TDE), Data Masking, DB Vault Setup, De-Militarized Zone (DMZ) and Single Sign on (SSO) configuration;
 - h. Performing Backup / Disaster Recovery setup;
 - i. Performing Oracle Enterprise Manager configuration; and
 - j. Performing Co-existence implementation with other Oracle SaaS.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services



In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89340 - Oracle Consulting Rapid Start for Cloud Security

Description of Service

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Cloud Security:

1. Provide a pre-defined Project Workplan and Project Management Plan
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct the following four (4) workshops (each workshop being up to four (4) hours in duration), which may be attended by up to ten (10) of Your key security personnel, to prepare and review with Your security personnel an Executive Review document consisting of recommended security capabilities, key benefits as well as a reference architecture blueprint:
 - a. Business Drivers and Pain Points workshop.
 - b. Vulnerabilities, Risk and Maturity workshop.
 - c. Key Security Features workshop.
 - d. Architecture, Blueprint and Planning workshop.
4. Perform the following implementation Services to provide You with an example Oracle Cloud Security Services ("OCSS") environment ("Example OCSS environment"), which will be deployed in a non-production Oracle Cloud environment:
 - a. Conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to present and review the following OCSS capabilities in the context of Your company:
 - i. Identity Cloud Service ("IDCS");
 - ii. Oracle Cloud Access Security Broker ("CASB");
 - iii. Oracle Identity Security Operations Center (SOC);
 - iv. DBaaS Security option; and
 - v. Oracle Security Monitoring and Analytics (SMACS).
 - b. Review Your existing IT environment and integration points, and define the integration requirements (e.g. Cloud user synchronization for IDCS or Cloud Service onboarding for CASB).



- c. Conduct up to four (4) hours of workshop(s), which may be attended by up to (10) participants, to replicate data between one (1) on-premise environment and the Example OCSS environment.
- d. Create an Assessment document with key findings, gap analysis of critical systems and integrations against Your defined key security and compliance requirements.
- e. Create an architecture document describing how on-premise applications could integrate seamlessly and securely with the Example OCSS environment.
- f. Finalize the Example OCSS environment implementation by:
 - i. Customizing the Example OCSS environment according to integration requirements listed above and
 - ii. Installing and configuring the OCSS for data upload and
 - iii. Providing a demonstration to You of the OCSS capabilities for security in Your Example OCSS environment.
 - iv. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions.

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
7. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
8. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
9. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
10. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services



11. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
12. Provide any notices, and obtain any consent, required for Oracle to perform Services.
13. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
14. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
15. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
16. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. Only one (1) target Cloud application will be configured with the Oracle Cloud Service and one (1) on-premise IT system will be integrated with the Oracle Cloud Service.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
4. All written documentation and communication will be done in English unless mutually agreed otherwise.
5. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
6. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.



7. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
9. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89341 - Oracle Consulting Rapid Start for Cloud Network Connection

Description of Service

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Cloud Network Connection:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to one (1) hour meeting to review the Services with You.
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to provide an overview of Oracle Cloud networking capabilities and recommended practices for Oracle Cloud and rapid start planning, architecture and network template walk-throughs.
4. Co-ordinate for up to eight (8) hours with You and remote Oracle Cloud Network teams for VPN setup to assist in the establishment of connectivity between up to two (2) Oracle Cloud Infrastructure (OCI) services and Your datacenter on the same domain.



5. Assist You for up to eight (8) hours in Your design, setup, configuration and implementation of the IP networks, subnets, proxies, firewalls and network tunneling and VPN Gateways.
6. Co-ordinate and assist You for up to eight (8) hours in Your network tunnel testing and validation.
7. Prepare a project summary report document (“Project Summary Report”) and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
3. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
4. Provide database, system, and network administration required by Oracle to support the performance of Services.
5. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
6. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
7. Maintain the properly configured source hardware/operating system platform to support the Services.
8. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
9. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
10. Provide any notices, and obtain any consent, required for Oracle to perform Services.
11. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
12. If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
13. Complete the validation of the network connection on Oracle Cloud within maximum two (2) business days upon Oracle’s completion of the set-up activities
14. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an



Oracle defined standard virtual private network (“VPN”) or Oracle Web Conference (“OWC”). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:

- a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
- b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
- c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle’s onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of the Services does not require or involve the processing of personal data.
2. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Corente Machine/ VPNaaS at Oracle Cloud will be used for Network Tunneling and VPN Gateways.
5. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
6. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing
7. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
9. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - a. Performing Oracle Fast Connect implementation and dedicated network establishment;
 - b. Performing Your network configuration;
 - c. Performing Backup and Restore; and
 - d. Installing VPN for more than one (1) domain in Oracle Cloud or for multiple customer sites.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89342 - Oracle Consulting Rapid Start for Analytics in Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Analytics in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to one (1) hour meeting to review the Services with You.
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to outline analytics capabilities of Oracle Cloud and provide an overview of Oracle recommended practices in Analytics.
4. Provide You with up to eight (8) hours to assist You in the selection of a qualifying Oracle Cloud Service example dependent upon the type of Oracle Cloud subscription that You own ("Example"), which will be deployed in a non-production environment as set out below. A qualifying Example is an Example that Oracle estimates can be deployed as a prototype within no more than a sixteen (16) hour period.
5. Provide You with up to sixteen (16) hours to deploy and demonstrate Your selected, qualifying Example prototype in Your Oracle Cloud non-production environment.
6. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. Provide any notices, and obtain any consents, required for Oracle to perform Services.
4. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
5. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
6. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and implementation planning sessions with Your business user representatives and project team members according to the project schedule.
7. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
8. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
9. Provide database, system, and network administration required by Oracle to support the performance of Services.
10. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
11. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
12. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
13. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

- c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
6. The qualifying Example will be mutually agreed upon with You on the day Oracle commences Services.
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
9. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - A. Customization of sample integration;
 - B. Integration with unsupported security mechanisms;
 - C. Configuration of application messaging;
 - D. Migration of application data; and
 - E. Performance testing.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services



In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89343 - Oracle Consulting Rapid Start for Application Development Prototyping in Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Application Development Prototyping in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to one (1) hour meeting to review the Services with You.
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, consisting of an overview of the Oracle Cloud platform, the development operations (DevOps) concepts, application development prototyping methodologies, cloud native application development, and microservices architectural concepts.
4. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to obtain an understanding of Your requirements for application development prototyping and agree on the following:
 - a. A suitable architecture and approach; and
 - b. The Oracle Cloud Services application prototype to be utilized (the "selected application prototype").
5. Create the selected application prototype scope and high-level design.
6. Provision Your Oracle Cloud accounts relevant to the selected application prototype.
7. Provide You with up to eighty (80) hours to assist in the creation of the selected application prototype using the agreed upon Oracle Cloud Services structured in two (2) sprints (development iterations) with the total duration of such Services not to exceed a period of two (2) weeks;
8. Prepare a project summary report document ("Project Summary Report") and conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.



Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. Provide any notices, and obtain any consents, required for Oracle to perform Services.
4. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
5. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
6. Identify, schedule, and facilitate the necessary requirements gathering, analysis, design, and prototyping planning sessions with Your business user representatives and project team members according to the project schedule.
7. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
8. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
9. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
10. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
12. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the



network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.
6. The purpose of the selected application prototype is to demonstrate the selected architecture and development approach, and therefore only a subset of the selected application prototype business functionality will be implemented in an Oracle Cloud non-production environment.
7. The Services will be performed in Your non-production Oracle Cloud Service environment (latest version available at the time of provisioning).
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89344 - Oracle Consulting Rapid Start for Oracle Backup and Disaster Recovery in Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services (“Services”) as related to Your order for Oracle Consulting Rapid Start for Oracle Backup and Recovery in Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, consisting of an overview of the Oracle Cloud platform, backup and disaster recovery features of Oracle Cloud, and typical scenarios for Oracle databases, middleware and applications.
3. Assistance in the selection of a mutually agreeable and suitable backup and disaster recovery pilot scenario for You.
4. Configure the mutually agreed upon backup and disaster recovery pilot scenario components. Configuration Services of the selected scenario and components may consist of the following:
 - a. For Oracle Database:
 - i Prerequisites validation and source analysis;
 - ii Source preparation;
 - iii Oracle backup cloud service configuration or DR setup (RMAN backup, Data Guard setup);
 - iv Target preparation; and
 - v Transfer process and monitoring.
 - b. For Oracle WebLogic Server and/or Oracle Forms/Reports:
 - i Prerequisites validation;
 - ii Source preparation;
 - iii Oracle backup cloud service configuration;
 - iv Target preparation; and
 - v Primary copy to Oracle Cloud and application configuration on Oracle Cloud.
 - c. For Oracle E-Business Suite, Oracle PeopleSoft or Oracle Siebel application:
 - i Source preparation (for both application and database tier);
 - ii Oracle backup cloud service configuration or DR setup (RMAN backup, Data Guard setup and Application Sync)
 - iii Target preparation (both application and database tier) and transfer of source stage to target;
 - iv Configure both application and database (after Restore); and
 - v Transfer process and monitoring.
 - d. Other Scenarios. For any other scenario, the selected scenario and components to be configured will be mutually agreed upon in the initial workshop such that the configuration Services for the backup and disaster recovery components may be completed within a period of no more than sixteen (16) business days.
5. Execute switch over and failover testing for three (3) days by performing a mock drill and recording the dependencies.
6. Prepare final presentation containing solution overview, test results, roadmap and suggestions for backup and disaster recovery for all Your Oracle environments



7. Prepare a project summary report document (“Project Summary Report”) and conduct up to four (4) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
4. Provide any notices, and obtain any consent, required for Oracle to perform Services.
5. Limit Oracle’s access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
6. If while performing Services Oracle requires access to other vendor’s products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
11. Be responsible for on-premise network related configurations/changes.
12. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (“VPN”) or Oracle Web Conference (“OWC”). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources. Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle's standard documentation formats will be used for any documentation prepared and/or delivered during the performance of Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
6. The Services will be delivered with a mix of on-site and remote resources from Oracle Consulting
7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing."
8. The suitable pilot for backup and disaster recovery will be selected such that the configuration of backup and disaster recovery components can be completed within a period not to exceed sixteen (16) business days. This includes potentially needed upgrades or re-platforming of Oracle products and network transfer speed.
9. The target cloud environment for Oracle Database disaster recovery can be Oracle Database Cloud Service, Oracle Exadata Cloud Service, Oracle Cloud Infrastructure or Oracle Cloud Infrastructure Classic.
10. The target cloud environment for the application layer can be Oracle Java Cloud Service (in case of WLS based application layer), Oracle Cloud Infrastructure or Oracle Cloud Infrastructure Classic.
11. The pilot backup and disaster recovery solution is not automated, i.e. file system synchronization and application switchover are manual tasks. In case a supported Oracle Database is part of the pilot, the synchronization of data in the database is automated.
12. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89345 - Oracle Consulting Rapid Start for Cloud Management

Description of Service

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start for Cloud Management:

1. Provide a pre-defined Project Work plan and Project Management Plan
2. Participate in an up to one (1) hour meeting to review the Services with You;
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to provide an overview of Oracle cloud management capabilities and recommended practices for managing the Oracle Cloud.
4. Provide You with up to eight (8) hours assistance to:
 - a. Provide an IT landscape discovery and analysis in order to select a Dev/Test candidate workload and application ("Dev/Test candidate application");
 - b. Manage and document Your cloud management requirements; and
 - c. Detail the Services required to implement the Dev/Test candidate application.
5. Provide You with up to thirty-two (32) hours assistance to implement and configure a sample Oracle cloud management environment for the Dev/Test candidate application. Such Services includes toolset setup (e.g. Oracle Management Cloud or Enterprise Manager), data selection, dashboards and reporting configuration for the Dev/Test candidate application.
6. Provide You with up to twenty-four (24) hours assistance to embed and optimize Oracle's cloud management capabilities synchronized with Your current processes.
7. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to share Oracle recommended practices and recommendations relevant to the tasks performed.
8. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide database, system, and network administration required by Oracle to support the performance of Services.
8. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
10. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
12. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
13. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
14. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

- c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of the Services does not require or involve the processing of personal data.
2. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
6. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.
7. Oracle Enterprise Architecture Framework ("OEAF"), Oracle Architecture Development Process ("OADP") and Oracle Unified Methodology ("OUM") will be the methodologies used to deliver the Services.
8. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management



You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89346 - Oracle Consulting Rapid Start for Migration of Non-Oracle Workloads to Oracle Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start Migration for Non-Oracle Workloads to Oracle Cloud:

1. Provide a pre-defined Project Workplan and Project Management Plan.
2. Participate in an up to one (1) hour meeting to review the Services with You.
3. Conduct up to eight (8) hours of workshop(s), which may be attended by up to ten (10) participants, to provide an overview of the required Oracle Cloud Service features, capabilities, benefits and recommended practices.
4. Identify a suitable workload and review the relevant source environment access and connectivity details.
5. Prepare an Oracle Cloud migration plan.
6. Assist You with the activation of Your Oracle Cloud subscriptions.
7. Provide You with up to fifty-six (56) hours assistance to migrate Your selected workload to the Oracle Cloud Infrastructure.
8. Provide You with up to twenty-four (24) hours assistance with issue resolution during Your validation workload migrated to Your Oracle Cloud environment.
9. Review with You Oracle recommended practices and other recommendations relevant to the Services being performed.
10. Prepare a project summary report document ("Project Summary Report") and conduct up to two (2) hours of workshop(s), which may be attended by up to ten (10) participants, to review the contents of the Project Summary Report that will contain the results of Services performed and discuss next steps and recommendations for a more comprehensive adoption of Oracle Cloud.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Maintain the properly configured source hardware/operating system platform to support the Services.
3. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.

4. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide any notices, and obtain any consent, required for Oracle to perform Services.
9. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
10. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
11. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
12. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
13. Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
14. Provide source environment access and connectivity details for Your network, e.g. servers where Your source environment is located.
15. Complete the validation of the migrated workload in Your Oracle Cloud environment within a maximum period of two (2) consecutive business days upon completion of the migration Services. Your specialists will lead the validation effort.
16. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such



amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. The technical migration Services will be performed remotely by Oracle offshore resources.
3. A 'suitable workload' means a non-Oracle workload related to a non-production environment, requiring up to a maximum of eighty (80) hours of work to be moved to the Oracle Cloud Infrastructure (includes both migration and validation tasks) and must be certified on the Oracle Cloud infrastructure.
4. The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
5. All written documentation and project communications will be done in English unless mutually agreed otherwise.
6. Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
7. The Services will be delivered with a mix of on-site and remote consulting resources from Oracle.
8. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
9. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
10. Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - a. Customization of migrated Java application;
 - b. Configuration of application messaging and application data;
 - c. Functional testing/support;
 - d. Integration or performance testing;
 - e. Provisioning of databases or migration of data and schemas;
 - f. Production environment migration;
 - g. Backup / Disaster Recovery setup; and
 - h. Oracle Enterprise Manager configuration.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this exhibit. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89335 - Oracle Consulting Add-on Technology Guidance Pack

Description of Services

Oracle will provide You with up to forty (40) hours of assistance with any of the following add-on services ("Services") related to Your Oracle Cloud technology implementation ("Implemented Technology") in Your Oracle Cloud Services environment:

1. Providing additional workshops within the scope of the Implemented Technology;
2. Creating and performing additional training on the Implemented Technology;
3. Reviewing, designing and implementing additional configurations for the Implemented Technology;
4. Reviewing, designing and implementing additional forms or documents for the Implemented Technology;
5. Reviewing, designing and implementing additional reports or views for the Implemented Technology;
6. Reviewing, designing and implementing additional inbound integrations from other sources for the Implemented Technology;
7. Reviewing, designing and implementing additional outbound integrations to other sources for the Implemented Technology; and /or
8. Reviewing, defining and migrating or converting from other sources for the Implemented Technology.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Obtain the appropriate Oracle Cloud Services, as determined during the performance of Services, under separate contract within the Professional Services Period, and maintain such cloud services for the duration of the Services provided.
2. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
3. Provide any notices, and obtain any consent, required for Oracle to perform Services.
4. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
5. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
6. Provide Oracle with access to data structures, documentation, applications, databases, and



- artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data, (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
 8. Participate in and assist with all Services tasks.
 9. Contact Oracle to request and schedule the performance of Services within the Professional Services Period, Services will be scheduled at a date and time mutually agreed to by the project managers.
 10. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
 11. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (“VPN”) or Oracle Web Conference (“OWC”). If a network connection between Oracle and your systems is required for Oracle resources to perform Services under this exhibit, you will provide access to Oracle as follows:
 - a. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - b. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - c. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle’s onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

1. The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
2. Oracle’s standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
3. All written documentation and communication will be done in English unless mutually agreed otherwise.
4. Workshops to be conducted by Oracle consultants may be delivered by telephone conference, OWC and/or onsite at Your facility as determined by Oracle.
5. The Oracle resource performing the Services under this order may also act as Oracle’s designated project manager.
6. Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.



7. Any Services determined by Oracle to be performed onsite at Your facility will be performed only at the address as specified in Your order unless mutually agreed otherwise in writing.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any on-site Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89689 - Oracle Consulting Startup Pack for Cloud at Customer

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Startup Pack for Oracle Cloud at Customer ("Cloud Service"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Conduct up to sixteen (16) hours of workshop(s) for up to ten (10) of Your participants to:
 - a. Review general principles of Your Cloud Service and its network topology and security architecture;
 - b. Review technical architecture and components of Your Cloud Service such as Control Plane, Compute Cloud, Object Storage and Block Storage; and
 - c. Provide an overview of the functionality of Your Cloud Service.
3. Conduct up to sixty-four (64) hours for up to ten (10) of Your participants to provide four (4) workshops for the review of Your requirements and the constraints pertaining to the following architecture topics followed by one (1) conclusive workshop for up to eight (8) hours in duration to review with You the key observations produced from the four (4) workshops along with a target architecture for Your Cloud Service. The five (5) architecture topics consist of Your:
 - a. IT Landscape
 - b. Technical Architecture
 - c. Integration in Your existing environment
 - d. Security

4. Provide up to thirty-two (32) hours both to create an architecture design document for the Cloud Service and to provide a final workshop for up to ten (10) of Your participants to review the architecture design document and its recommendations. The architecture design document will consist of the following:
 - a. Consolidation of the information gathered in workshops;
 - b. The architecture design; and
 - c. An engagement summary providing recommendations for implementation of Your Cloud Service.
5. Provide up to eighty (80) hours to:
 - a) Identify a suitable database (or an equivalent Oracle workload) to be migrated to Your new Cloud Service (“Candidate Workload”);
 - b) Define the migration strategy for migrating Your Candidate Workload;
 - c) Migrate a “point-in-time” copy of the Candidate Workload from Your source environment to Your provisioned Cloud Service; and
 - d) Assist You with validating the migration of the Candidate Workload and associated data.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and following project assumptions:

Your Obligations

- 19) Maintain the properly configured source hardware/operating system platform to support the Services.
- 20) Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
- 21) Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
- 22) Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
- 23) Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
- 24) Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
- 25) Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
- 26) Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct work stations, etc.).
- 27) Provide any notices, and obtain any consents, required for Oracle to perform Services.
- 28) Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
- 29) Provide source data access and connectivity details for your network, e.g. servers where your data is located.
- 30) Participate in and assist with all Services tasks.



- 31) Contact Oracle to request and schedule the performance of Services within the Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
- 32) Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
- 33) If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
- 34) Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
- 35) Oracle may provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore (i.e. located outside of the country where onsite Services may be provided under this order) resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

- 1) The parties acknowledge and agree that the performance of the Services does not require or involve the processing of personal data.
- 2) Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- 3) All written documentation and communication will be done in English unless mutually agreed otherwise.
- 4) At Oracle's discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.



- 5) The Candidate Workload identified for migration must be compliant with the following rules:
 - i. The release associated with the Candidate Workload must be certified on the Cloud Service; and
 - ii. The size of the Candidate Workload must not exceed ten (10) Terabytes.
- 6) The migration of the Candidate Workload will not include any major release upgrade.
- 7) The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
- 8) Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - i. Oracle Fast Connect implementation / Dedicated network establishment;
 - ii. Installation / setup of the Oracle Cloud Machines and Gateway platforms;
 - iii. Custom Network Configuration; and
 - iv. Backup and Restore.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this exhibit, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any onsite Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B89690 - Oracle Consulting Rapid Start Service for Autonomous Data Warehouse Cloud

Description of Services

During the Professional Services Period (defined below), Oracle Consulting will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start Service for Autonomous Data Warehouse Cloud ("Cloud Service"):

1. Provide a pre-defined Project Workplan and Project Management Plan;
2. Participate in a one (1) hour meeting to review with You the Services as set out in this order;



3. Provide a workshop of up to four (4) hours in duration for up to ten (10) of Your participants regarding the Oracle Autonomous Data Warehouse Cloud (“ADWC”) subscription to review the following:
 - a. ADWC features and capabilities;
 - b. Deployment environment; and
 - c. Use and operations.
4. Provide You with up to four (4) hours to assist with the following:
 - a. Provisioning Your ADWC service;
 - b. Reviewing Your ADWC interface; and
 - c. Reviewing Your ADWC connectivity options.
5. Provide You with up to twenty (20) hours to assist with the following:
 - a. Connecting Your ADWC to Your Cloud Service for up to ten (10) end users using Oracle certified tools for ADWC (e.g. Oracle SQL Developer), performed from the end users’ desktop/laptop personal computers (“PC”);
 - b. Connecting one (1) client application certified for ADWC;
 - c. Validating Your provided end users’ data set as uploadable into ADWC;
 - d. Guiding Your end users in the process of loading Your end users’ data set; and
 - e. Guiding Your end users in the process of using Your Cloud Service, including the built-in reporting functionality.
6. Provide You with up to four (4) hours to discuss and review the following with up to Five (5) of Your participants:
 - a. Methods of loading data into the ADWC; and
 - b. Your future state ADWC integration architecture.
7. Provide a workshop of up to eight (8) hours in duration for up to five (5) participants to conclude the Services with a question and answer (“Q&A”) session.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle’s ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations.

- 1) Maintain the properly configured source hardware/operating system platform to support the Services.
- 2) Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
- 3) Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
- 4) Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
- 5) Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
- 6) Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
- 7) Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
- 8) Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels

acceptable for resources performing Services in the workspace, and ergonomically correct work stations, etc.).

- 9) Provide any notices, and obtain any consents, required for Oracle to perform Services.
- 10) Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
- 11) If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
- 12) Provide an end users' data set and associated metadata to populate the ADWC.
- 13) Provide source data access and connectivity details for your network, e.g. servers where your data is located.
- 14) Perform Your tasks identified in and in accordance with the Oracle pre-defined Project Workplan and Project Management Plan.
- 15) Participate in and assist with all Services tasks.
- 16) Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
- 17) Contact Oracle to request and schedule the Q&A session workshop outlined in section 7 within one week after the completion of Services set out in section 6. This service will be scheduled at a date and time mutually agreed to by the project managers.
- 18) Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
- 19) Some activities will be conducted on the end users' PCs, which include installing desktop applications. PC administration rights must be granted and/or a person authorized to impersonate an Administrator must be available for the duration of the Services.
- 20) Oracle may provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN or OWC, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
 - ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
 - iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore (i.e. located outside of the country where onsite Services may be provided under this order) resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in



the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

- 1) The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
- 2) Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- 3) All written documentation and project communications will be done in English unless mutually agreed otherwise.
- 4) The end users' data set provided to populate the ADWC will not exceed the size of 250GB (unless mutually agreed).
- 5) Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
- 7) At Oracle's discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
- 8) The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
- 9) Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - i. Writing ETL processes or rewriting ETL processes in addition or substitution of the existing ones for use with ADWC;
 - ii. Ensuring the usability, accuracy, suitability of any purpose of the data processed during the workshop or uploaded in ADWC;
 - iii. Providing full integration with your corporate architecture of the Cloud Services and related products presented in the workshop;
 - iv. Migration of existing data-marts and/or porting of analysis applications / dashboards in general;
 - v. Validation of the uploaded data set and post analysis result validation; and
 - vi. Implementation of integration with existing services/products/Cloud Services in use in Your organization.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any onsite Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.

B91892 - Oracle Consulting Rapid Start Service for Autonomous Transactional Processing Database Cloud

Description of Services

During the Professional Services Period (defined below), Oracle will make available to You the following services ("Services") as related to Your order for Oracle Consulting Rapid Start Service for Autonomous Transactional Process Database (the "Cloud Service"):

1. Provide a pre-defined project workplan and project management plan;
2. Participate in a one (1) hour meeting to review with You the Services as set out in this order;
3. Provide a workshop of up to four (4) hours in duration for up to ten (10) of Your participants regarding the Cloud Service subscription to review the following:
 - a. Cloud Service features and capabilities;
 - b. Cloud Service deployment environment; and
 - c. Cloud Service use and operations.
4. Provide up to three (3) hours to assist You with the following:
 - a. Provisioning the Cloud Service;
 - b. Reviewing the Cloud Service interface; and
 - c. Reviewing the Cloud Service connectivity options.
5. Provide up to twenty-four (24) hours to assist You with demonstrating the features of the Cloud Service as the database layer within only one (1) out of the following applications as mutually selected by the project managers:
 - i. Use one (1) of Your existing business applications as follows:
 - a) Identify a suitable business application and connect it with the Cloud Service;
 - b) Upload into the Cloud Service the provided data required to run the selected business application; and
 - c) Assist You with both testing the Cloud Service with the selected business application and exploring the benefit of the Cloud Service for Your transactional applications;
 - ii. Use a standard sample application; or
 - iii. Assist Your team with building an application prototype.
6. Provide a question and answer ("Q&A") session workshop of up to eight (8) hours in duration for up to five (5) of Your participants to answer any questions You may have related to the Services provided under this exhibit.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

Your Obligations.

1. Maintain the properly configured source hardware/operating system platform to support the Services.
2. Obtain licenses under separate contract for any necessary Oracle software and hardware programs before the commencement of Services.
3. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
4. Obtain Cloud Services under separate contract prior to the commencement of Services and maintain such Cloud Services for the duration of the Services provided.
5. Provide Oracle with full access to relevant functional, technical and business resources with adequate skills and knowledge to support the performance of Services.
6. Provide Oracle with access to data structures, documentation, applications, databases, and artifacts as required by Oracle to support the performance of Services.
7. Provide the necessary, appropriate data (e.g. test data, configuration data, etc.) required by Oracle to support the performance of Services.
8. Provide, for all Oracle resources performing Services at Your site, a safe and healthful workspace (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, sound levels acceptable for resources performing Services in the workspace, and ergonomically correct work stations, etc.).
9. Provide any notices, and obtain any consents, required for Oracle to perform Services.
10. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform Services.
11. If while performing Services Oracle requires access to other vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf.
12. Provide the datasets to populate the Cloud Service database.
13. Provide source data access and connectivity details for your network, e.g. servers where your data is located.
14. Perform Your tasks identified in and in accordance with the Oracle pre-defined project workplan and project management plan.
15. Participate in and assist with all Services tasks.
16. Contact Oracle to request and schedule the performance of Services within the Professional Services Period. Services will be scheduled at a date and time mutually agreed to by the project managers.
17. Contact Oracle to request and schedule the Q&A session workshop outlined in section 6 within one (1) week after the completion of Services set out in section 5. Subject to the Professional Services Period, this service will be scheduled at a date and time mutually agreed to by the project managers.
18. Unless otherwise specified in Your order (including the Service Specifications), You may not provide Oracle access to any content or information that imposes security or regulatory obligations greater than those specified in Your order.
19. Oracle may provide the Services remotely via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network ("VPN") or Oracle Web Conference ("OWC"). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:
 - iv. You are responsible for ensuring that:



- a. Your network and systems comply with specifications Oracle provides,
 - b. all components of Your Oracle software environment are accessible through the VPN or OWC, and
 - c. the VPN is installed in a timely manner for Oracle to perform the Services.
- v. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
- iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle resources, including but not limited to, Oracle's onsite remote and offshore (i.e. located outside of the country where onsite Services may be provided under this order) resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

Project Assumptions

- 1) The parties acknowledge and agree that the performance of Services does not require or involve the processing of personal data.
- 2) Oracle's standard documentation format will be used for any documentation prepared and/or delivered during the performance of the Services.
- 3) All written documentation and project communications will be done in English unless mutually agreed otherwise.
- 4) The datasets provided to populate the ATP will not exceed the size of 250GB (unless mutually agreed).
- 5) Services performed for an Oracle Cloud Services environment may be performed on either an Oracle Cloud environment or an Oracle Public Cloud Machine environment provided the Oracle Public Cloud Machine Service is available and the provisioned Oracle Cloud Services are supported for the duration of the Services provided.
- 6) At Oracle's discretion, the Services, including any workshops, may be delivered with onsite, onsite remote and/or offshore Oracle resources.
- 7) The Oracle resource performing the Services under this order may also act as Oracle's designated project manager.
- 8) Anything not expressly listed in the Description of Services is not included in the scope of, or estimated fees for, Services. Items identified as out of scope include, without limitation, the following; the following is not an exhaustive list:
 - i. Providing technical and functional knowledge of the selected application to be connected to the Cloud Service;
 - ii. Providing integration of the Cloud Service, and related products presented in the workshop, with Your corporate architecture; and
 - iii. Providing changes in the software and data related to the selected application.

You acknowledge that if Oracle's cost of providing Services is increased because of Your failure to meet the obligations listed in this order, failure to provide cooperation, or because of any other



circumstance outside of Oracle's control, then You agree to pay Oracle for such increased costs. Such increased costs may include time during which Oracle resources are under-utilized because of delays.

Expenses and Unused Services

In addition to the fees set forth in Your order, You agree to reimburse Oracle for travel and out of pocket expenses related to providing any onsite Services. The Services must be used within three (3) months from Your order's signature date, unless otherwise stated in Your order ("Professional Services Period"). 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.

Project Management

You and Oracle each agree to designate a project manager who shall be responsible for coordinating its activities under this order. You and Oracle each shall direct all inquiries concerning the Services to the other party's project manager. Your project manager shall have the authority to approve Services on Your behalf. Oracle's project manager shall have the sole right to exercise direct control and supervision over the work assignments of Oracle resources.