ORACLE®

25-Feb-15

Dear Customer

The technical support services provided under support service number < redacted > will expire, or have expired, on 31-Mar-15. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 4-Mar-15.

Please note the following current promotion:

- **Oracle University**: Take advantage of a promotion to purchase a 20% discounted, prepaid Learning Credit account from Oracle University. This promotion is valid 90 days prior to and 30 days following the expiration date specified above. This promotion is not valid in conjunction with any other Oracle University discounts or promotions, for US public-sector customers, or as otherwise prohibited by law. A minimum order of USD1,000 is required. Please visit http://education.oracle.com/renewaloffer for more details and to order your prepaid Learning Credit account.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Oracle Support Services

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GENERAL INFORMATION

OFFER EXPIRATION	**ORACLE:** Oracle America, Inc.
Support Service Number: **Offer Expires:** 31-Mar-15	**Oracle Support Sales Representative:** **Telephone:** **Fax:** **E-mail:**
CUSTOMER:	
CUSTOMER QUOTE TO **Account Contact:** **Account Name:** **Address:** **Telephone:** **Fax:** **E-mail:**	**CUSTOMER BILL TO** **Account Contact:** Accounts Payable **Account Name:** **Address:** **Telephone:** **Fax:** **E-mail:**

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number ████, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services

Service Level: **Software Update License & Support**

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Tuning Management Pack - Named User Multi Server	12345	40		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	12345	2		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle User Productivity Kit Standard - UPK Developer Perpetual	12345	2		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Purchasing - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle iSupplier Portal for Oracle Purchasing - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	12345	20		FULL	1-Apr-15	31-Mar-16	999.99
Application Management Pack for E-Business Suite - Processor Perpetual	12345	8		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Financials - Application User Perpetual	12345	17		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Services Procurement for Oracle Purchasing - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle iProcurement - Application User Perpetual	12345	300		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Fusion Financials Intelligence for E-Business Suite - Application User Perpetual	12345	17		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Procurement Intelligence - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	12345	2		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	12345	30		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle System Monitoring Plug-in for Non Oracle Databases - Microsoft SQL Server - Processor Perpetual	12345	12		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle SOA Suite for Oracle Middleware - Named User Plus Perpetual	12345	30		FULL USE	1-Apr-15	31-Mar-16	999.99

Service Contract Number:

Program Technical Support Services

Service Level: **Software Update License & Support**

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Database Enterprise Edition - Named User Perpetual	12345	55		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Database Enterprise Edition - Named User Plus Perpetual	12345	100		FULL	1-Apr-15	31-Mar-16	999.99
Business Intelligence Suite Enterprise Edition - Named User Plus Perpetual	12345	250		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Secure Enterprise Search - Named User Plus Perpetual	12345	600		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	12345	4		FULL	1-Apr-15	31-Mar-16	999.99
Oracle User Productivity Kit - UPK User Perpetual	12345	300		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Sourcing for Oracle Purchasing - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Procurement Contracts for Oracle Purchasing - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Fusion Procurement Intelligence for E-Business Suite - Application User Perpetual	12345	11		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Financials Intelligence - Application User Perpetual	12345	17		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	12345	10		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	12345	2		FULL USE	1-Apr-15	31-Mar-16	999.99
System Monitoring Plug-in for Non Oracle Middleware - Microsoft Internet Information Services (IIS) - Processor Perpetual	12345	5		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Database Enterprise Edition - Named User Plus Perpetual	12345	12		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Database Enterprise Edition - Named User Plus Perpetual	12345	160		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Database Enterprise Edition - Named User Plus Perpetual	12345	233		FULL	1-Apr-15	31-Mar-16	999.99
Oracle Internet Developer Suite - Named User Multi Server	12345	1		FULL USE	1-Apr-15	31-Mar-16	999.99
SQL*Plus - Named User Multi Server	12345	10		FULL USE	1-Apr-15	31-Mar-16	999.99

Service Contract Number: < redacted >

Program Technical Support Services							
Service Level:	Software Update License & Support						

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Diagnostic Management Pack - Named User Multi Server	12345	40		FULL USE	1-Apr-15	31-Mar-16	999.99
Change Management Pack - Named User Multi Server	12345	40		FULL USE	1-Apr-15	31-Mar-16	999.99
Oracle Database Enterprise Edition - Named User Multi Server	12345	40		FULL USE	1-Apr-15	31-Mar-16	999.99

Program Technical Support Fees: **USD**   **999,999.99**

Total Price: **USD**   **999,999.99**

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware.
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

Service Contract Number:

TECHNICAL SUPPORT SERVICES TERMS

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the applicable agreement identified below ("agreement"):

- The agreement that You executed for technical support services for the programs and/ or hardware listed in the Service Details section above with Oracle or a vendor acquired by Oracle. Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as a part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired; or
- If You do not have an existing agreement for technical support services with Oracle, or a vendor acquired by Oracle, You agree that the terms of the Oracle Master Agreement V082813 located at http://www.oracle.com/us/corporate/contracts/oma-services/index.html govern the provision of technical support services ordered under this ordering document, as well as Your rights to use updates and other materials provided or made available by Oracle under technical support services. If applicable, You should review the Oracle Master Agreement V082813 prior to entering into this ordering document.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

Service Contract Number:

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Full in Advance. All fees payable to Oracle are due within 30 NET from date of invoice.

Purchase Order
If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must include the following information:

- Support Service Number:
- Total Price:
- Local Tax, if applicable

Please e-mail or fax the purchase order to Oracle in accordance with the Remittance Details section below.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number:
- Total Price:
- Local Tax, if applicable

Please mail check payments in accordance with the Remittance Details section below.

Credit Card Confirmation
If the technical support services on this ordering document will be ordered and paid by credit card, please complete the information in this section and return it to Oracle in accordance with the Remittance Details

Service Contract Number:

section below. The credit card used to make payment must be valid for the entire support services term. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

_____
Credit Card Number

_____
Credit Card Type (Visa, MasterCard, AMEX, JCB (for Japan only))

_____
Expiration Date

_____
Billing Address (associated with Credit Card)

_____
City, State, and Zip (associated with Credit Card)

_____
Authorized Signature

_____
Name (as it appears on the credit card)

In issuing this credit card confirmation, ███████████████████████████ agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the credit card confirmation shall apply.

Remittance Details
Purchase orders, credit card details, or payment confirmation for the technical support services ordered under this ordering document should be sent to:

Attn:

Fax:
E-mail:

Checks for the technical support services ordered under this ordering document should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448