



Oracle Global Price List
Siebel CRM, Enterprise Edition Component Pricing
August 11, 2008

Siebel CRM, Enterprise Edition Cross-Industry Applications Pricing
Siebel Cross Industry - Employee Applications

All Siebel CRM Cross-Industry applications are listed once in the Cross-Industry applications section instead of duplicating them in every individual industry price list. The industry-specific price lists contain industry-specific modules; therefore all industry-specific quotes will be a combination of the Cross-Industry applications and the industry-specific applications.

Any product marked with "X" indicates that this product includes third-party technology or content and the royalty obligations require maximum discounting/minimum pricing limits.

For each Employee user, Siebel options must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Base Application						
Siebel CRM Base		3,750	825.00	Application User		
Siebel Cross-Industry - Tools and Servers						
Siebel Tools		20,000	4,400.00	Application User		
Siebel Test Automation Interfaces		5,800	1,276.00	Application User		
Siebel Web UI Dynamic Developer Kit		5,800	506.00	Application User		
Siebel Report Designer Professional	x	2,300	154.00	Application User		
Siebel Report Designer	x	700	253.00	Application User		
Siebel Server Extensions for UNIX	x	1,150	1,276.00	Computer	1	
Siebel Cross-Industry - General Options						
Siebel Advanced Market Development Funds		500	110.00	Application User		
<i>Please see Oracle Tech Price List for pricing and product details. Note that customers running v7.8 or earlier can still purchase Advanced Search. Contact your Contracts Specialist to manually add it to your order. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.</i>						
Siebel Advanced Search (Not available in v8+)	x	120	26.40	Application User		
Siebel Advisor		1,600	352.00	Application User		
Siebel Anywhere		200	44.00	Application User		
Siebel Campaigns		230	50.60	Application User		
Siebel Client Sync		85	18.70	Application User		
Siebel Server Sync - Microsoft Exchange Server		120	26.40	Application User	2	
Siebel Collaboration (for MS Sharepoint)		60	13.20	Application User	3	
Siebel Configurator Administration Server	x	115,000	25,300.00	Computer	4	
Siebel Configurator Runtime		2,200	484.00	Application User	5	
Siebel Content Publishing		120	26.40	Application User		
Siebel Contracts		700	154.00	Application User		
Siebel Customer Content		350	77.00	Application User		
Siebel Customer Order Management Administration Server		230,000	50,600.00	Customer		
Siebel Customer Order Management Administrator		5,800	1,276.00	Application User		
Siebel CTI		200	44.00	Application User		
Siebel CTI Connect		575	126.50	Application User	31	
Siebel Data Quality		120	26.40	Application User		
Siebel Deal Management		3,495	768.90	Application User		
Siebel Dynamic Catalog		1,000	220.00	Application User		
Siebel Dynamic Pricer		1,400	308.00	Application User		
Siebel Employee Self-Service		120	26.40	Application User		
Siebel Events Manager		350	77.00	Application User		
Siebel Forecasting		300	66.00	Application User		
Siebel Handheld		575	126.50	Application User	7	
Siebel HelpDesk Online		60	13.20	Application User		
Siebel Mobile Connector		300	66.00	Application User		
Siebel Partner Manager		500	110.00	Application User		
Siebel Quote and Order Capture		1,150	253.00	Application User		
Siebel Quotes		460	101.20	Application User		
Siebel Remote Client		300	66.00	Application User		
Siebel Reports	x	350	77.00	Application User		
Siebel Signature Capture Tool		60	13.20	Application User	8	
Siebel Smart Answer for Employees	x	300	66.00	Application User	31	
Siebel SmartScript		300	66.00	Application User		
Siebel Store-and-Forward Messaging	x	120	26.40	Application User		
Siebel Territory Management		575	126.50	Application User		
Siebel Time and Expense Reporting		120	26.40	Application User		
Siebel Wireless		575	126.50	Application User		
Siebel Connector for Satmetrix Exchange		60	13.20	Application User		

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Sales Options						
Siebel Enterprise Selling Process (ESP)		200	44.00	Application User		
Siebel Portfolio Management Process (PMP)		200	44.00	Application User		
Siebel Proposals and Presentations		400	88.00	Application User		
Siebel Target Account Selling (TAS)		200	44.00	Application User		
Siebel Cross-Industry - Service Options						
Siebel Asset Management		350	77.00	Application User		
Siebel Automated Discovery	x	60	13.20	Application User	9	
Siebel Automated Service	x	60	13.20	Application User	9	
Siebel Change Management		230	50.60	Application User		
Siebel Email Response		800	176.00	Application User		
Siebel Field Service		575	126.50	Application User		
Siebel HelpDesk Option		500	110.00	Application User	13	
Siebel Quality Management		300	66.00	Application User		
Siebel Smart Answer for Email Response	x	640	140.80	Application User	31	
Siebel Cross-Industry - Field Service Options						
Siebel Barcode		120	26.40	Application User		
Siebel Logistics Manager		300	66.00	Application User		
Siebel Preventive Maintenance		200	44.00	Application User		
Siebel Repair		200	44.00	Application User		
Siebel Scheduling	x	400	88.00	Application User		
Siebel Cross-Industry - Marketing Automation Options						
Siebel Email/Web Offer Designer	x	175	38.50	Application User		
Siebel Email Marketing Server		115,000	25,300.00	Computer		
Siebel Dialogue Manager		850	187.00	Application User		
Siebel Marketing Resource Manager		230	50.60	Application User		
Siebel Segment Manager		1,450	319.00	Application User		
Siebel Cross Industry - Marketing Server Options						
Siebel Marketing Server - up to 500,000 records		172,500	37,950.00	Computer	10	
Siebel Marketing Server - up to 1,000,000 records		230,000	50,600.00	Computer	10	
Siebel Marketing Server - up to 3,000,000 records		316,500	69,630.00	Computer	10	
Siebel Marketing Server - up to 5,000,000 records		402,500	88,550.00	Computer	10	
Siebel Marketing Server - up to 10,000,000 records		490,000	107,800.00	Computer	10	
Siebel Marketing Server - unlimited records		575,000	126,500.00	Computer	10	
<i>NOTE: Loyalty is available only with Siebel Industry Applications (SIA build)---not horizontal bases (SEA build) and requires approval prior to quoting.</i>						
Siebel Cross-Industry - Loyalty Options						
Siebel Loyalty Engine Standard Edition		46,000	10,120.00	100K Member Records	11,31	5
Siebel Loyalty Engine Multi-Partner Edition		105,000	23,100.00	100K Member Records	11,31	5
Siebel Loyalty In-Store Engine		115	25.30	Retail Register	11,31	500
Siebel Loyalty Manager		1,150	253.00	Application User	11,31	
Siebel Loyalty Member Services Representative		575	126.50	Application User	11,31	
Siebel Cross-Industry - Applications Not Requiring CRM Base						
Oracle Contact Center Anywhere	x	2,900	638.00	Application User	31	25
Oracle Contact Center Anywhere Transactions	x	185	40.70	1K Transactions	31	400
Siebel Configurator Administration Server	x	115,000	25,300.00	Computer	4	
Siebel Content Publishing		120	26.40	Application User		
Siebel Customer Content		350	77.00	Application User	12	
Siebel Customer Order Management Administration Server		230,000	50,600.00	Customer		
Siebel Email Marketing Stand Alone		300	66.00	Application User	14	
Siebel Email Marketing Server Stand Alone		.1800	0.0400	Customer Record	14	
Siebel Handheld Stand Alone		1,150	253.00	Application User		
Siebel HelpDesk		1,150	253.00	Application User	13	
Siebel Loyalty Service Agent Console		2,700	594.00	Application User	11,31	
Siebel Order Validation Engine		.2300	0.0500	Electronic Order Line		
Siebel Segment Manager Stand Alone		2,900	638.00	Application User		
Siebel Cross-Industry - HelpDesk Options Not Requiring CRM Base						
Siebel Asset Management		350	77.00	Application User		
Siebel Automated Discovery	x	60	13.20	Application User	9	
Siebel Automated Service	x	60	13.20	Application User	9	
Siebel Change Management		230	50.60	Application User		
Siebel HelpDesk Online		60	13.20	Application User		

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Incentive Compensation						
<i>Siebel ICM products are under Controlled Availability (CA) and all quotes require approval. Siebel ICM can be sold only to an existing customer with ICM in production purchasing additional licenses. New sales will not be approved and the product that should be positioned is EBS Oracle Incentive Compensation (OIC).</i>						
Siebel Incentive Compensation Management Package - for Employees	x	1,100	242.00	Application User	31	10
Siebel Incentive Compensation Management - for Employees	x	850	187.00	Application User	31	10
Siebel ICM Advanced Planning and Modeling - for Employees	x	300	66.00	Application User	31	10
Siebel Incentive Compensation Management Package - for Partners	x	350	77.00	Application User	31	10
Siebel Incentive Compensation Management - for Partners	x	300	66.00	Application User	31	10
Siebel ICM Advanced Planning and Modeling - for Partners	x	115	25.30	Application User	31	10

Siebel CRM, Enterprise Edition Cross-Industry Applications Pricing

Siebel Cross-Industry - Customer Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Self-Service						
<i>Note that these Self-Service Applications are under Controlled Availability, available only in v8.1 and require approval prior to quoting.</i>						
Siebel E-Commerce		345,000	75,900.00	Processor	31	2
Siebel E-Support		172,500	37,950.00	Processor	31	2
Siebel Configurator Runtime for E-Commerce		115,000	25,300.00	Processor	31	2
Siebel Dynamic Pricer for E-Commerce		57,500	12,650.00	Processor	31	2
Siebel Cross-Industry - Customer Portal						
Siebel eCustomer		172,500	37,950.00	Processor		
Siebel eSales		115,000	25,300.00	Processor		
Siebel eService		57,500	12,650.00	Processor		
Siebel Web Marketing		34,500	7,590.00	Processor		
Siebel Loyalty Customer Portal		11,500	2,530.00	Processor	11,31	
Siebel Cross-Industry - Customer Portal Options						
Siebel Advanced Search for Customers (Not available in v8+)	x	5,800	1,276.00	Processor		
Siebel Advisor for Customers		46,000	10,120.00	Processor		
Siebel Configurator Runtime for Customers		57,500	12,650.00	Processor	15	
Siebel Content Publishing for Customers		5,800	1,276.00	Processor		
Siebel Dynamic Pricer for Customers		46,000	10,120.00	Processor		
Siebel Events		30,000	6,600.00	Processor		
Siebel Reports for Customers	x	11,500	2,530.00	Processor		
Siebel Self-Service Wireless for Customers		17,300	3,806.00	Processor		
Siebel Smart Answer for Customers	x	17,300	3,806.00	Processor	16,31	
Siebel SmartScript for Customers		11,500	2,530.00	Processor		
Siebel Cross-Industry - Customer Applications not Requiring a Customer Portal						
Siebel Advisor Stand Alone		57,500	12,650.00	Processor		

Siebel CRM, Enterprise Edition Cross-Industry Applications Pricing

Siebel Cross-Industry - Partner Applications

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

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Partner Portal						
Siebel Partner Portal		500	110.00	Registered User		
Siebel Loyalty Partner Portal		230	50.60	Registered User	11,31	
Siebel Cross-Industry - Partner Portal Options						
Siebel Advanced Market Development Funds for Partners		350	77.00	Registered User		
Siebel Advanced Search for Partners (Not available in v8+)	x	60	13.20	Registered User		
Siebel Advisor for Partners		150	33.00	Registered User		
Siebel Anywhere for Partners		200	44.00	Registered User		
Siebel Basic Pricer for Partners		120	26.40	Registered User		
Siebel Campaigns for Partners		120	26.40	Registered User		
Siebel Configurator Runtime for Partners		575	126.50	Registered User		
Siebel Content Publishing for Partners		60	13.20	Registered User		
Siebel Customer Order Management Administrator for Partners		1,150	253.00	Registered User	17	
Siebel Dialogue Manager for Partners		300	66.00	Registered User		
Siebel Dynamic Pricer for Partners		350	77.00	Registered User		
Siebel Field Service for Partners		350	77.00	Registered User		
Siebel Forecasting for Partners		120	26.40	Registered User		
Siebel Logistics Manager for Partners		120	26.40	Registered User		
Siebel Marketing Resource Manager for Partners		120	26.40	Registered User		
Siebel Partner Commerce		400	88.00	Registered User		
Siebel PRM Wireless		175	38.50	Registered User		
Siebel Proposals and Presentations for Partners		175	38.50	Registered User		
Siebel Remote Client for Partners		120	26.40	Registered User		
Siebel Reports for Partners	x	150	33.00	Registered User		
Siebel Segment Manager for Partners		400	88.00	Registered User		
Siebel Smart Answer for Partners	x	175	38.50	Registered User	31	
Siebel SmartScript for Partners		120	26.40	Registered User		
Siebel Cross-Industry - Partner Applications not Requiring Partner Portal						
Siebel PRM Wireless Stand Alone		400	88.00	Registered User		

Siebel CRM, Enterprise Edition Cross-Industry Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel requires, at a minimum, one User of Siebel Tools.

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

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

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

Siebel CRM Web Channel user capabilities include:

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

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Web Channel Options						
Siebel CRM Web Channel for Employees- up to 15 Objects		700	154.00	Application User		
Siebel CRM Web Channel for Customers- up to 15 Objects		69,000	15,180.00	Processor		

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

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Communications, Media and Energy CRM Base, then Siebel Contract Terms and Conditions must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy - Base Applications						
Siebel Communications, Media and Energy CRM Base		4,150	913.00	Application User		
Siebel Communications, Media and Energy - Base Functionality Options						
					<i>(for adding additional base functionality to other Industries)</i>	
Siebel Communications, Media and Energy CRM Base Option		500	110.00	Application User		
Siebel Communications, Media and Energy - General Options						
Siebel Bulk Order Capture		575	126.50	Application User	18,31	
Siebel Bulk Orders Administration Server		115,000	25,300.00	Customer	18,31	
Siebel CME Contracts		700	154.00	Application User		
Siebel Contract Terms and Conditions		460	101.20	Application User		
Siebel Network Order Entry		460	101.20	Application User		
Siebel CME Quote and Order Capture		1,500	330.00	Application User		
Siebel Premises		175	38.50	Application User		
Siebel Rollup		200	44.00	Application User		
Siebel Work Orders		175	38.50	Application User		
Siebel Communications, Media and Energy - Sales Options						
Siebel Call Reports		120	26.40	Application User		
Siebel Design Opportunity Management		300	66.00	Application User		
Siebel Field Service Assets		175	38.50	Application User		
Siebel Pricing Authorization Management		200	44.00	Application User		
Siebel Pricing Claims Server - Up to 20 Users		115,000	25,300.00	Computer		
Siebel Communications, Media and Energy - Service Options						
Siebel Billing Management		175	38.50	Application User		
Siebel Credit Management		175	38.50	Application User		
Siebel Fraud Management		120	26.40	Application User		
Siebel Price Comparison		2,500	550.00	Application User		
Siebel Communications, Media and Energy - General Options for Consumer Goods						
					<i>(The Distribution base option is required to quote Consumer Goods options with CME)</i>	
Siebel Distribution CRM Base Option		500	110.00	Application User		
Siebel Deductions		200	44.00	Application User		
Siebel Sales Volume Planning		300	66.00	Application User		
Siebel Trade Promotions		350	77.00	Application User		
Demantra Predictive Trade Planning		1,800	396.00	\$Million COGS	24, 31	150
option: Demantra Trade Promotion Optimization	X	850	187.00	\$Million COGS	24, 31	150

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

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
<i>Note that these Self-Service Applications are under Controlled Availability, available only in v8.1 and require approval prior to quoting.</i>						
Siebel Communications, Media and Energy - Self-Service						
Siebel Communications E-Commerce		415,000	91,300.00	Processor	31	
Siebel Communications E-Support		210,000	46,200.00	Processor	31	
Siebel Communications, Media and Energy - Customer Portal						
Siebel CME eCustomer		175,000	38,500.00	Processor		
Siebel CME eSales		57,500	12,650.00	Processor		
Siebel CME eService		115,000	25,300.00	Processor		
Siebel CME Web Marketing		34,500	7,590.00	Processor		
Siebel Communications, Media and Energy - Customer Portal Options						
Siebel Price Comparison for Customers		57,500	12,650.00	Processor		
Siebel CME Quote and Order Capture for Customers		40,000	8,800.00	Processor		

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

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

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy - Partner Portal						
Siebel CME Partner Portal		525	115.50	Registered User		
Siebel Communications, Media and Energy - Partner Portal Options						
Siebel CME Partner Commerce		400	88.00	Registered User		
Siebel Credit Management for Partners		60	13.20	Registered User		
Siebel Design Opportunity Management for Partners		120	26.40	Registered User		
Siebel Fraud Management for Partners		60	13.20	Registered User		
Siebel Pricing Authorization Management for Partners		175	38.50	Registered User		
Siebel CME Quote and Order Capture for Partners		400	88.00	Registered User	19	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Employee Applications

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Financial Services CRM Base, then Siebel Financial Accounts must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services - Base Application						
Siebel Financial Services CRM Base		4,150	913.00	Application User		
Siebel Financial Services - Base Functionality Option						
		<i>(for adding additional base functionality to other Industries)</i>				
Siebel Financial Services CRM Base Option		520	114.40	Application User		
Siebel Financial Services - General Options						
Siebel Customer Relationship Console - HTML		850	187.00	Application User		
Siebel Finance Events Manager		400	88.00	Application User		
Siebel Financial Accounts		200	44.00	Application User		
Siebel Network Order Entry		460	101.20	Application User		
Siebel Financial Services Proposals and Presentations		400	88.00	Application User		
Siebel Financial Services Quote and Order Capture		1,150	253.00	Application User		
Siebel Financial Services Quotes		460	101.20	Application User		
Siebel Rollup		200	44.00	Application User		
Siebel Financial Services - Sales Options						
Siebel Call Reports		120	26.40	Application User		
Siebel Needs Analysis/Applications - Non credit		200	44.00	Application User		
Siebel Financial Services - General Options for Finance Line of Business						
Siebel Collections		575	126.50	Application User		
Siebel Commercial Banking Loan Approval		300	66.00	Application User		
Siebel Corporate and Commercial Banking		200	44.00	Application User		
Siebel Credit Origination		260	57.20	Application User		
Siebel Institutional Sales and Research		300	66.00	Application User		
Siebel Investment Banking		200	44.00	Application User		
Siebel Investment Management		300	66.00	Application User		
Siebel Retirement/Pension Management		300	66.00	Application User		
Siebel Small Business Banking		200	44.00	Application User		
Siebel Wealth Management		300	66.00	Application User		
Siebel Financial Services - General Options for Healthcare						
Siebel Group Coverage		300	66.00	Application User		
Siebel Healthcare Providers and Facilities		200	44.00	Application User		
Siebel Individual Coverage		180	39.60	Application User		
Siebel Financial Services - General Options for Insurance						
Siebel Group Pensions		300	66.00	Application User		
Siebel Group Policies		300	66.00	Application User		
Siebel Individual Life and Annuities		175	38.50	Application User		
Siebel Personal Lines Claims		230	50.60	Application User		
Siebel Personal Lines Policies		300	66.00	Application User		
Siebel Financial Services - Service Options for Insurance						
Siebel Insurance Field Service		575	126.50	Application User		20

Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services - Customer Portal					
Siebel Financial Services eCustomer	172,500	37,950.00	Processor		
Siebel Financial Services eSales	115,000	25,300.00	Processor		
Siebel Financial Services eService	57,500	12,650.00	Processor		
Siebel Financial Services Web Marketing	34,500	7,590.00	Processor		
Siebel Enrollment Portal	70,000	15,400.00	Processor	21	
Siebel Financial Services - Customer Portal Options					
Siebel Finance Events	40,000	8,800.00	Processor		

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services - Partner Portal					
Siebel Finance Partner Portal	500	110.00	Registered User		
Siebel Agent Portal	500	110.00	Registered User		
Siebel Service Provider Portal	175	38.50	Registered User		
Siebel Financial Services - Agent Portal Options					
Siebel Individual and Group Coverage for Partners	120	26.40	Registered User		
Siebel Life and Pensions for Partners	120	26.40	Registered User		
Siebel P&C Claims for Partners	120	26.40	Registered User		
Siebel P&C Policies for Partners	175	38.50	Registered User		
Siebel Financial Services - Partner Portal Options					
Siebel Financial Services Proposals and Presentations for Partners	175	38.50	Registered User		

Siebel Financial Services Applications Pricing
Siebel Retail Finance - Employee Applications

Note: Quoting Siebel Retail Finance requires approval prior to quoting to a customer.

Initial purchase of Siebel Retail Finance requires the Siebel Retail Finance Foundation Services for Employees & Siebel Financial Transactions Workbench.

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Retail Finance - Employee Options					
Siebel Retail Finance Foundation Services for Employees	1,100	242.00	Application User		
Siebel Branch Teller Services	1,300	286.00	Application User		
Siebel Financial Transactions Workbench	20,000	4,400.00	Application User		

Siebel Financial Services Applications Pricing
Siebel Retail Finance - Customer Applications

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Retail Finance - Customer Options					
Siebel Retail Finance Foundation Services for Customers	29,000	6,380.00	Processor		
Siebel Internet Banking Services	8,700	1,914.00	Processor		

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Life Sciences CRM Base, then Siebel Contract Terms and Conditions must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences - Base Application						
Siebel Life Sciences CRM Base		4,150	913.00	Application User		
Siebel Life Sciences - Base Functionality Option						
		<i>(for adding additional base functionality to other Industries)</i>				
Siebel Life Sciences CRM Base Option		500	110.00	Application User		
Siebel Life Sciences - General Options						
Siebel Advanced Contracts		1,450	319.00	Application User		
Siebel Business Rules		400	88.00	Application User		
Siebel Contract Terms and Conditions		400	88.00	Application User		
Siebel Managed Care		1,000	220.00	Application User		
Siebel Managed Care Profile		250	55.00	Application User		
Siebel Medical Education		175	38.50	Application User		
Siebel Network Order Entry		400	88.00	Application User		
Siebel Opportunities and Contracts		250	55.00	Application User		
Siebel Personalized Content Delivery		3,000	660.00	Application User		
Siebel Pharma Campaigns		500	110.00	Application User		
Siebel Prescription Analysis		250	55.00	Application User		
Siebel Rollup		175	38.50	Application User		
Siebel Samples		250	55.00	Application User		
Siebel Life Sciences - Sales Options						
Siebel Design Opportunity Management		250	55.00	Application User		
Siebel Pricing Authorization Management		175	38.50	Application User		
Siebel Pricing Claims Server-Up to 20 Users		100,000	22,000.00	Computer		
Siebel Life Sciences - Service Options						
Siebel Adverse Events and Complaints		17,500	3,850.00	Application User		
Siebel Collections		575	126.50	Application User		
Siebel Life Sciences - Sales Options for Medical						
Siebel Medical Handheld		700	154.00	Application User		7
Siebel Medical Inventory Management		300	66.00	Application User		
Siebel Life Sciences - Service Options for Medical						
Siebel Medical Field Service		575	126.50	Application User		
Siebel Life Sciences - Pharma Marketing Server Options						
Siebel Pharma Marketing Server-First Brand		1.15	0.2500	Customer Record		22
Siebel Pharma Marketing Server-Additional Brand		1.15	0.2500	Customer Record		22
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records		345,000	75,900.00	Processor		22
Siebel Life Sciences - Sales Options for Pharma						
Siebel Pharma Handheld		700	154.00	Application User		
Siebel Signature Capture		120	26.40	Application User		7

Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences - Consumer Goods Options					
<i>(The Distribution base option is required to quote Consumer Goods options with Life Sciences)</i>					
	Siebel Distribution CRM Base Option	500	110.00	Application User	
	Siebel Deductions	200	44.00	Application User	
	Siebel Sales Volume Planning	300	66.00	Application User	
	Siebel Trade Promotions	350	77.00	Application User	
	Demantra Predictive Trade Planning	1,800	396.00	\$Million COGS	24, 31
	option: Demantra Trade Promotion Optimization	x 850	187.00	\$Million COGS	24, 31 150
Siebel Life Sciences - Applications not requiring Life Sciences CRM Base					
	Siebel Medical Handheld Stand Alone	1,350	297.00	Application User	7
	Siebel Pharma Handheld Stand Alone	1,350	297.00	Application User	7
Siebel Life Sciences - Medical Handheld Stand Alone Options					
	Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences - Pharma Handheld Stand Alone Options					
	Siebel Expense Reports for Handheld Stand Alone	115	25.30	Application User	7
	Siebel Medical Education for Handheld Stand Alone	115	25.30	Application User	7
	Siebel Samples for Handheld Stand Alone	175	38.50	Application User	7
	Siebel Signature Capture Stand Alone	115	25.30	Application User	7

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences - Customer Portal					
	Siebel Pharma eService	80,000	17,600.00	Processor	
Siebel Life Sciences - Pharma eService Options					
	Siebel MedEd for Customers	29,000	6,380.00	Processor	
	Siebel Samples for Customers	29,000	6,380.00	Processor	
	Siebel Details	x 175	38.50	Application User	23
	Siebel Details – Server capacity for an additional 10 concurrent users	x 27,500	6,050.00	Computer	
	Siebel Details – Server capacity for an additional 50 concurrent users	x 55,000	12,100.00	Computer	
	Siebel Details – Server capacity for an additional 100 concurrent users	x 90,000	19,800.00	Computer	
	Siebel Details – Server capacity for an additional 200 concurrent users	x 126,500	27,830.00	Computer	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences - Partner Portal Options					
	Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
	Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
	Siebel Details	x 175	38.50	Application User	23
	Siebel Details – Server capacity for an additional 10 concurrent users	x 27,600	6,072.00	Computer	
	Siebel Details – Server capacity for an additional 50 concurrent users	x 55,200	12,144.00	Computer	
	Siebel Details – Server capacity for an additional 100 concurrent users	x 89,700	19,734.00	Computer	
	Siebel Details – Server capacity for an additional 200 concurrent users	x 126,500	27,830.00	Computer	
	Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
	Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

Siebel Manufacturing and Distribution Applications Pricing

Siebel Manufacturing - Employee Applications

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Manufacturing CRM Base, then Siebel Contract Terms and Conditions must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing - Base Application						
Siebel Manufacturing CRM Base		4,150	913.00	Application User		
<i>(for adding additional base functionality to other Industries)</i>						
Siebel Manufacturing - Base Functionality Option						
Siebel Manufacturing CRM Base Option		500	110.00	Application User		
Siebel Manufacturing - General Options						
Siebel Contract Terms and Conditions		460	101.20	Application User		
Siebel Network Order Entry		460	101.20	Application User		
Siebel Manufacturing - General Options for Automotive						
Siebel Business Rules		400	88.00	Application User		
Siebel Financial Accounts		200	44.00	Application User		
Siebel Lease End-of-Term Processing		200	44.00	Application User		
Siebel Personal Lines Claims		230	50.60	Application User		
Siebel Title Management		120	26.40	Application User		
Siebel Vehicle Contracts		200	44.00	Application User		
Siebel Manufacturing - General Options for Oil, Gas and Chemicals						
Siebel OGC Contracts		700	154.00	Application User		
Siebel OGC Quote and Order Capture		1,150	253.00	Application User		
Siebel Premises		175	38.50	Application User		
Siebel Rollup		200	44.00	Application User		
Siebel Work Orders		175	38.50	Application User		
Siebel Manufacturing - Sales Options						
Siebel Design Opportunity Management		300	66.00	Application User		
Siebel Pricing Authorization Management		200	44.00	Application User		
Siebel Pricing Claims Server-Up to 20 User		115,000	25,300.00	Computer		
Siebel Manufacturing - Sales Options for Automotive						
Siebel Credit Origination		260	57.20	Application User		
Siebel Manufacturing - Sales Options for Oil, Gas and Chemicals						
Siebel Call Reports		120	26.40	Application User		
Siebel Manufacturing - Service Options for Automotive						
Siebel Collections		575	126.50	Application User		
Siebel Manufacturing - Service Options for Oil, Gas and Chemicals						
Siebel Billing Management		175	38.50	Application User		
Siebel Credit Management		175	38.50	Application User		
Siebel Fraud Management		120	26.40	Application User		

Siebel Manufacturing and Distribution Applications Pricing

Siebel Distribution - Employee Applications

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Distribution CRM Base, then Siebel Contract Terms and Conditions must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Distribution - Base Application						
Siebel Distribution CRM Base		4,150	913.00	Application User		
Siebel Distribution - Base Functionality Option						
<i>(for adding additional base functionality to other Industries)</i>						
Siebel Distribution CRM Base Option		500	110.00	Application User		
Siebel Distribution - General Options						
Siebel Contract Terms and Conditions		460	101.20	Application User		
Siebel Network Order Entry		460	101.20	Application User		
Siebel Distribution - General Options for Consumer Goods						
Siebel Advanced Contracts		1,450	319.00	Application User		
Siebel Consumer Goods Customer Order Management Administration Server		138,000	30,360.00	Customer		
Siebel Deductions		200	44.00	Application User		
Siebel Consumer Goods Dynamic Catalog		400	88.00	Application User		
Siebel Inventory and Order Management		1,150	253.00	Application User		
Siebel Consumer Goods Quote and Order Capture		870	191.40	Application User		
Siebel Sales Volume Planning		300	66.00	Application User		
Siebel Trade Promotions		350	77.00	Application User		
Demantra Predictive Trade Planning		1,800	396.00	\$Million COGS	24, 31	150
option: Demantra Trade Promotion Optimization	x	850	187.00	\$Million COGS	24, 31	150
Siebel Distribution - Sales Options for Consumer Goods						
Siebel Consumer Goods Sales Handheld		700	154.00	Application User	7	
Siebel Van Sales/Delivery		460	101.20	Application User		
Siebel Distribution - Sales Options for Hospitality						
Siebel Group Inventory and Execution		4,200	924.00	Application User	25	
Siebel Distribution - Applications not requiring a Distribution CRM base						
Siebel Consumer Goods Sales Handheld DSS		1,350	297.00	Application User	7	
Siebel Van Sales/Delivery		460	101.20	Application User		
Siebel Group Sales and Event Management		200	44.00	Guest Room	25	

**Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing and Distribution - Customer Applications**

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing - Customer Portal					
Siebel OGC eCustomer	172,500	37,950.00	Processor		
Siebel OGC Web Marketing	34,500	7,590.00	Processor		
Siebel OGC eSales	115,000	25,300.00	Processor		
Siebel OGC eService	57,500	12,650.00	Processor		
Siebel Manufacturing - Customer Portal Options for Oil, Gas and Chemicals					
Siebel OGC Quote and Order Capture for Customers	40,000	8,800.00	Processor		

**Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing and Distribution - Partner Applications**

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing - Partner Portal					
Siebel Dealer Portal	500	110.00	Registered User		
Siebel OGC Partner Portal	500	110.00	Registered User		
Siebel Manufacturing - Dealer Portal Options					
<i>(Each user of Dealer Portal Options requires a user of Dealer Portal)</i>					
Siebel Credit Origination for Partners	260	57.20	Registered User		
Siebel Dealer Advanced Marketing	500	110.00	Registered User		
Siebel Delegated Business Rules for Partners	175	38.50	Registered User		
Siebel Financial Accounts for Partners	175	38.50	Registered User		
Siebel Showroom for Dealers	575	126.50	Registered User		
Siebel Manufacturing - Partner Portal Options					
Siebel Design Opportunity Management for Partners	120	26.40	Registered User		
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User		
Siebel Manufacturing - Partner Portal Options for Oil, Gas and Chemicals					
<i>(Each user requires a user of OGC Partner Portal)</i>					
Siebel OGC Partner Commerce	400	88.00	Registered User		
Siebel Credit Management for Partners	60	13.20	Registered User		
Siebel Fraud Management for Partners	60	13.20	Registered User		
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	26	
Siebel Distribution - Partner Portal Options for Consumer Goods					
Siebel Deductions for Partners	175	38.50	Registered User		
Siebel Sales Volume Planning for Partners	120	26.40	Registered User		
Siebel Trade Promotions for Partners	300	66.00	Registered User		

Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

For each Employee user, Siebel options must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel Public Sector CRM Base, then Siebel Contracts must have a quantity of 100 or less. This rule applies only to options using the Application User metric.

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector - Base Application						
Siebel Public Sector CRM Base		4,150	913.00	Application User		
Siebel Public Sector - Base Functionality Option						
		<i>(for adding additional base functionality to other Industries)</i>				
Siebel Public Sector CRM Base Option		500	110.00	Application User		
Siebel Public Sector - General Options						
Siebel Network Order Entry		460	101.20	Application User		

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector - Self-Service						
Siebel Public Sector E-Support		175,000	38,500.00	Processor	31	2
Siebel Public Sector - Customer Portal						
Siebel Public Sector eService		80,000	17,600.00	Processor		

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector - Partner Portal						
Siebel Public Sector Partner Portal		500	110.00	Registered User		

Siebel CRM, Enterprise Edition Applications Pricing
Oracle Self-Service Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Oracle Self-Service E-Billing						
Oracle Self-Service E-Billing Business Edition		10,500	2,310.00	\$M in Application Annual Revenue		50
Oracle Self-Service E-Billing Consumer Edition		8	1.76	Registered User	27	50,000

Siebel Self-Service - eBilling Options

Siebel Self-Service eBilling products are under Controlled Availability (CA) and all quotes require approval. Siebel Self-Service eBilling can be sold only to an existing customer with Self-Service eBilling in production purchasing additional licenses.

Siebel eBilling Manager for Consumer		8	1.76	Customer Account		
Siebel ePayment Manager		6	1.32	Customer Account		
Siebel eStatement Manager		6	1.32	Customer Account		
Siebel Self-Service - Communications Options						
Siebel Communications Billing Analytics Manager		12	2.64	Telephone Number		
Siebel Communications Billing Manager for Business		12	2.64	Telephone Number		
Siebel Communications Billing Manager for Consumer		12	2.64	Telephone Number		

Siebel CRM, Enterprise Edition Applications Pricing
Other Products

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Other Products						
Siebel SimBuilder		11,500	2,530.00	Application User		
Oracle Tutor		570	125.40	Application User		5
Oracle User Productivity Kit (UPK)	x	17,500	3,850.00	UPK Developer	28	
Oracle User Productivity Kit (UPK)	x	60	13.20	UPK User	28	5
Oracle User Productivity Kit (UPK)	x	30	6.60	UPK Employee	28	50
User Productivity Kit Content Materials for CRM						
Siebel User Productivity Fundamentals for Siebel CRM Base						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		
Siebel User Productivity Kit for Siebel Customer Data Integration						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		
Siebel User Productivity Kit for Siebel Loyalty						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		
Siebel User Productivity Kit for Siebel Marketing						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		
Siebel User Productivity Kit for Siebel Sales						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		35,000	7,700.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		70,000	15,400.00	UPK Module		
Siebel User Productivity Kit for Siebel Service						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		
Siebel User Productivity Kit for Siebel Territory Management						
<i>(up to 4K employees and/or \$1 billion in revenue)</i>		8,800	1,936.00	UPK Module		
<i>(over 4K employees and/or \$1 billion in revenue)</i>		17,600	3,872.00	UPK Module		

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Process Integration						
Application Integration Architecture Foundation Pack (Priced in Advance of Availability) - Processor		46,000	10,120	Processor		4
Application Integration Architecture Foundation Pack (Priced in Advance of Availability) - NUP		920	202	Named User Plus		1
Demantra Integration Pack for Siebel CRM Consumer Goods		35,000	7,700	Processor	31	4
Oracle CRM On Demand Integration to Siebel CRM		35,000	7,700	Processor	31	4
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System		35,000	7,700	Processor	31	4
Siebel CRM Integration Pack for Account Originations - Liability Products		70,000	15,400	Processor	31	4
Siebel CRM Integration Pack for i-flex FLEXCUBE Account Originations - Liability Products		70,000	15,400	Processor	31	4
Siebel CRM Integration Pack for Oracle Order Management		105,000	23,100	Processor	31	
Siebel CRM Integration Pack for Trade Promotion Management		70,000	15,400	Processor	31	4
Siebel CRM On Demand Integration Pack for Oracle E-Business Suite		35,000	7,700	Processor	31	4
Real-Time Decisions (RTD)						
Oracle Real-Time Decisions Base Application		57,500	12,650	Processor		
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation		1,800	396	Application User		
Oracle Real-Time Decisions for Siebel E-Commerce		57,500	12,650	Processor		

**Siebel CRM, Enterprise Edition Applications Pricing
Oracle Master Data Management**

Licensing Customer Hub provides rights to use Oracle Customer Data Hub (CDH) and/or Siebel Universal Customer Master (UCM). If running both, licenses for the sum total of item records managed across the 2 products must be purchased. Licensing Product Hub provides rights to use Product Information Master (PIM) Data Hub and/or Universal Product Master (UPM). Licensing MDM using the Record metric or Enterprise metric provides the rights for unlimited read-only access for MDM data through the licensed hub.

NOTE: For Master Data Management (MDM) products, the Oracle EBS applications products include the standard, restricted use of underlying Oracle technology. The Siebel applications products do not include a restricted use of underlying Oracle technology.

	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Master Data Management - Customer Hub for B2B					
Oracle Customer Hub B2B	9	2.04	Record	29	20,000
Oracle Customer Hub Add-on B2B	4.50	0.9900	Record	29	20,000
Customer Hub & Customer Hub Add-on options					
<i>(Customer Hub options are available only with Siebel UCM)</i>					
option: Oracle Activity Hub B2B	3.20	0.7000	Record	30	20,000
option: Oracle Field Service Hub B2B	3.20	0.7000	Record	30	20,000
option: Oracle Marketing Hub B2B	3.20	0.7000	Record	30	20,000
option: Oracle Sales Hub B2B	3.20	0.7000	Record	30	20,000
option: Oracle Service Hub B2B	3.20	0.7000	Record	30	20,000
Master Data Management - Customer Hub for B2C					
Oracle Customer Hub B2C	.4600	0.1000	Record	29	20,000
Oracle Customer Hub Add-on B2C	.2300	0.0500	Record	29	20,000
Customer Hub & Customer Hub Add-on options					
<i>(Customer Hub options are available only with Siebel UCM)</i>					
option: Oracle Activity Hub B2C	.1600	0.0400	Record	30	20,000
option: Oracle Field Service Hub B2C	.1600	0.0400	Record	30	20,000
option: Oracle Marketing Hub B2C	.1600	0.0400	Record	30	20,000
option: Oracle Privacy Management Policy Hub B2C	.3200	0.0700	Record	30	20,000
option: Oracle Sales Hub B2C	.1600	0.0400	Record	30	20,000
option: Oracle Service Hub B2C	.1600	0.0400	Record	30	20,000
Master Data Management - Vertical Customer Hub					
<i>(Vertical MDM options are available only with Siebel UCM)</i>					
Oracle Automotive Captive Finance Customer Hub	1.60	0.3500	Record	30	20,000
Oracle Case Hub	.3700	0.0800	Record	30	20,000
Oracle Life Sciences Customer Hub	2.90	0.6400	Record	30	20,000
Master Data Management - Product Information Management (PIM)					
Oracle Product Hub	14	3.08	Record	29	20,000
Oracle Product Hub Add-on	7	1.54	Record	29	20,000
Product Hub options					
Option: Supply-Side Product Data Synchronization for GDSN	86,000	18,920.00	Partner Organization		2
Master Data Management - Administrative & Development					
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	29	
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	29	20
Master Data Management - Data Quality					
Oracle Data Quality Matching Server	x 125,000	27,500.00	Processor	6,30	4
Oracle Data Quality Cleansing Server	x 63,300	13,926.00	Processor	6,30	4

Recommended Siebel Options

The options listed below are suggested MDM options when running Siebel UCM and are listed here for reference only. Pricing for Data Quality is found in the "Siebel Cross-Industry - General Options" section and pricing for Tools is found in the "Siebel Cross-Industry - Tools and Servers" section of the Siebel price list.

- Siebel Data Quality
- Siebel Tools
- Siebel Test Automation Interfaces

Pricing Notes

- ¹ Siebel Server Extensions for UNIX is required to operate Siebel on a supported Unix or Linux operating system. See the SR&SP for specifics on supported platforms.
- ² Application Users of Siebel Server Sync-Microsoft Exchange Server must include anyone that accesses the MS Exchange server and benefits from the sync to Siebel whether or not they are a licensed Siebel user.
- ³ Application Users of Siebel Collaboration must include anyone that will be part of a collaboration (Siebel-Sharepoint users, Sharepoint only users or both).
- ⁴ Access to the Siebel Configurator runtime user interface requires a user of Siebel Configurator – Runtime for each user accessing the Siebel Configurator functionality.
- ⁵ To utilize the constraints engine, Siebel Configurator - Runtime requires a license of the Siebel Configurator Administration Server.
- ⁶ To cleanse data at the time of data entry in Siebel CRM, customers must purchase Siebel Data Quality.
- ⁷ All Siebel Handheld options are certified on a limited list of MS Windows devices (and only MS Windows). Refer to the current Siebel SRSP for a list of certified devices.
- ⁸ Note that this module may require some configuration using Siebel Tools.
- ⁹ Siebel Automated Discovery and Siebel Automated Service require approval prior to quoting to a customer. See Supplement for details.
- ¹⁰ The Siebel Marketing Server is licensed on the basis of the number of unique Marketing Records (including contact records, prospect records and records in external data sources), which the Customer may access using the Siebel Marketing Server.
- ¹¹ Siebel Loyalty is available only with the Siebel Industry base applications (SIA builds). It is not available with the Siebel Horizontal base applications (SEA builds).
- ¹² Siebel Customer Content may be purchased without a Siebel base. This is useful for situations where the user requires a small subset of Siebel CRM functionality. In this situation each Application User of Siebel Customer Content requires an Application User of either Siebel HelpDesk Online or Siebel Content Publishing.
- ¹³ Each employee agent responding to employee service requests requires a Siebel HelpDesk Application User license.
- ¹⁴ Purchasing Siebel Email Marketing Stand Alone requires a license for each user managing the Email Marketing Server Stand Alone options and a license for the number of unique records that may be recipients of mailings using the Siebel Email Marketing Server Stand Alone program. Siebel Email Marketing Stand Alone is only available for organizations using the Program for their internal use.
- ¹⁵ Siebel Communications, Media and Energy customers are recommended to license Siebel CME Quote and Order Capture for Customers for each User of Siebel Configurator – Runtime for Customers.
- ¹⁶ Note that use of Siebel Smart Answer for both customer and employee facing applications enables increased feedback to the self-learning capabilities of Siebel Smart Answer and improves overall accuracy.
- ¹⁷ The Siebel Customer Order Management Administrator for Partners is required for each user that wishes to administer the Siebel Customer Order Management Administration Server from the partner side. Partner administrator licenses are not included with the Siebel Customer Order Management Administration Server for Partners.
- ¹⁸ Bulk Order Capture is not yet available in Siebel v8.0. Customers wishing to use Bulk Orders must run v7.8.
- ¹⁹ Siebel CME Quote and Order Capture for Partners is not available in IEOP (Hi) mode. Both Siebel Partner Commerce (Siebel Cross-Industry) and Siebel CME Quote and Order Capture for partner options are required to enable full Siebel Communications, Media and Energy order processing functionality.
- ²⁰ All Siebel Field Service options are available to users of Siebel Insurance Field Service.
- ²¹ Siebel Enrollment Portal requires approval prior to quoting to a customer.
- ²² The Siebel Pharma Marketing Server is licensed on the number of unique customer records (including both contact records, prospect records and records in external data sources) which the Customer may access using the Siebel Pharma Marketing Server. A "Brand" is a Application product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- ²³ Siebel Details is priced per Application User and the per Computer capacity is based on Concurrent Users. Additional server capacity for each Computer is purchased through a server pack. All employees, partners and customers of Siebel accounts utilizing Siebel Details require a Application User license.
- ²⁴ Demantra products are placed in the Siebel price list for reference only. They are quotable under the Oracle-Supply Chain Planning section of the quoting tool. While they do not require a Siebel base application, they are complementary to Siebel Trade Promotions.
- ²⁵ Siebel Group Inventory and Execution and Siebel Group Sales and Event Management require approval prior to quoting to a customer.
- ²⁶ Siebel OGC Quote and Order Capture for Partners is not available in IEOP (Hi) mode. Both Siebel Partner Commerce (Siebel Cross-Industry) and Siebel OGC Quote and Order Capture for Partners options are required to enable full order processing functionality.
- ²⁷ Oracle Self-Service E-Billing Consumer Edition excludes use of Hierarchy Manager, Hierarchal Reporting and Hierarchal Payments. The Oracle Self-Service E-Billing Business Edition license is required for these capabilities.
- ²⁸ UPK is not available for SMB pricing due to royalty agreements. Term Licenses are not available for UPK.
- ²⁹ Licensing Customer Hub provides rights to use Oracle Customer Data Hub (CDH) and/or Siebel Universal Customer Master (UCM). If running both, licenses for the sum total of item records managed across the 2 products must be purchased. Licensing Product Hub provides rights to use Product Information Master (PIM) Data Hub and/or Universal Product Master (UPM). Customers using both Oracle and Siebel technology must be sure to purchase licenses to cover the sum total of item records managed across the 2 product sets.
- ³⁰ This option is not available with Oracle MDM Hubs.
- ³¹ This product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on eSource at: Siebel > License > Pricing > Price Lists > Controlled Availability > Siebel CA Questions, for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

Application Instance: is defined as each individual installation of an application (each an Application Instance) that you may integrate using the programs. Each program identified as a "2 Instance" program provides you the right to implement the particular program to integrate two Application Instances. Each program identified as an "Addnl Instance" program provides you the right to implement the particular program to integrate one additional Application Instance.

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

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Concurrent User: is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

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

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

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

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

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

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

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

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

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

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

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

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

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

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Diagnostics Pack for Non-Oracle Middleware, and Provisioning Pack, only the users of the third party program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

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

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

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

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a Processor basis may be accessed by your internal users (including agents and contractors) and by your third party users.

For the purposes of counting the number of processors which require licensing, for a Sun UltraSPARC T1 processor with 4, 6 or 8 cores at 1.0 gigahertz or 8 cores at 1.2 gigahertz for only those servers specified on the Sun Server Table which can be accessed at <http://oracle.com/contracts>, "n" cores shall be determined by multiplying the total number of cores by a core processor licensing factor of .25. For the purposes of counting the number of processors which require licensing for AMD and Intel multicore chips, "n" cores shall be determined by multiplying the total number of cores by core processor licensing factor of .50. For the purposes of counting the number of processors which require licensing for all hardware platforms not otherwise specified in this section, a multicore chip with "n" cores shall be determined by multiplying "n" cores by a core processor licensing factor of .75.

All cores on all multicore chips for each licensed program for each factor listed below are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket.

For example, a Sun UltraSPARC T1 based server installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50 which is then rounded up to the next whole number which is 2). An Intel or AMD based server installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 7 cores would require 4 processor licenses (7 multiplied by a core processor licensing factor of .50 equals 3.50 which is then rounded up to the next whole number which is 4). Two multicore servers, for hardware platforms not specified above, installed and/or running the program on 10 cores would require 8 processor licenses (10 multiplied by a core processor licensing factor of .75 equals 7.50 which is then rounded up to the next whole number which is 8).

For the Healthcare Transaction Base program, only the processors on which Internet Application Server Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of licenses required. For the iSupport, iStore and Configurator programs, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program are running are counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware and Provisioning Pack, only the processors on which the third party program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

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

For the purposes of the following program: Data Integrator - Target Database, each processor on which the data warehouse, data mart or target database is running are counted for the purpose of determining the number of Target Database licenses required.

For the purposes of the following program: Data Integrator - Source Database, each processor on which the source database is running are counted for the purpose of determining the number of Source Database licenses required.

Record: For Customer Hub B2B, record is defined as the number of unique customer database records stored in the Customer Hub B2B application. A customer database record is a unique business entity or company record which is stored as an account for the Universal Customer Master product or an organization for the Customer Data Hub product.

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

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at <http://oracle.com/contracts> for the grant and restrictions of the underlying Oracle technology.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

Retail Register - is defined as any device designed to record any part of a sales transaction.

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

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. A unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents) **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

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

\$M Cost of Goods Sold: is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

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

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

Your initial license to the **Siebel Reports** Program includes a maximum of two Application Users of **Siebel Report Designer** and two Application Users of **Siebel Report Designer Professional** at no additional charge, regardless of the number of Application Users of Siebel Reports you have licensed.

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

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

Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

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

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

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

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

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

The **Siebel Universal Case Master** Applications are licensed based on the number of unique Case Records which you may store in the Siebel Universal Case Master.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

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

GENERAL LICENSING RULES

TERM DESIGNATION

Term licensing available for all Siebel Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term:

A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term:

A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term:

A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term:

A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term:

A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at <http://www.oracle.com/Support>.

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
- Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at <http://www.oracle.com/support>

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

- Year 6 after product release: 10% of current year's Software Update License & Support
- Year 7 after product release: 20% of current year's Software Update License & Support
- Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

- Updates, fixes and security alerts
- Tax, legal and regulatory updates
- Upgrade scripts
- Technical support
- Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

- Technical Support
- Access to MetaLink/Customer Connection
- Major product and technology releases
- Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.