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Oracle E-Business Suite Applications Global Price List
Software Investment Guide
March 9, 2023

Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Marketing and Sales				
Marketing	5,795	1,274.90	Application User	10
TeleSales	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Sales	4,595	1,010.90	Application User	10
Sales for Handhelds	485	106.70	Application User	10
Quoting	1,395	306.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Partner Management	1,145	251.90	Partner Organization	100
Proposals	455	100.10	Application User	25
Incentive Compensation	750	165.00	Compensated Individual	10
Channel Revenue Management				
Accounts Receivable Deductions Settlement	8,000	1,760.00	Application User	20
Option: Channel Rebates and Point of Sale Management	6,000	1,320.00	Application User	20
Option: Advanced Pricing	2,295	504.90	Application User	20
Option: Supplier Ship and Debit	3,000	660.00	Application User	20
Option: Price Protection	3,000	660.00	Application User	20
Order Management				
Order Management	4,595	1,010.90	Application User	5
	0.2300	0.0506	Electronic Order Line	100,000
Option: Advanced Pricing	2,295	504.90	Application User	10
	0.1200	0.0264	Electronic Order Line	100,000
Option: Release Management	4,595	1,010.90	Application User	10
	0.2300	0.0506	Electronic Order Line	100,000
Sales Contracts	6,895	1,516.90	Application User	5
Configurator	3,495	768.90	Application User	20
Configurator	172,500	37,950.00	Processor	
iStore	115,000	25,300.00	Processor	2
Supply Chain Event Management	60,000	13,200.00	Processor	
Logistics				
Inventory Management	4,595	1,010.90	Application User	5
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Warehouse Management	9,595	2,110.90	Application User	20
Landed Cost Management	350	77.00	$M Cost of Goods Sold	50
Option: Advanced Pricing	100	22.00	$M Cost of Goods Sold	50
Yard Management	800	176.00	$M in Revenue	200

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Procurement				
Purchasing	4,595	1,010.90	Application User	5
Option: Sourcing	9,195	2,022.90	Application User	5
Option: Sourcing Optimization	1,150	253.00	Application User	5
Option: iSupplier Portal	9,195	2,022.90	Application User	5
Option: Procurement Contracts	6,895	1,516.90	Application User	5
Option: Services Procurement	4,595	1,010.90	Application User	5
Option: Advanced Pricing	2,295	504.90	Application User	5
iProcurement	115	25.30	Application User	100
Supplier Lifecycle Management	25	5.50	Record	10,000
Procurement Collaborator	500	110.00	Application User	10
Manufacturing				
Discrete Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Discrete Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Option: Flow Manufacturing	3,495	768.90	Application User	10
Option: Flow Sequencing	575	126.50	Application User	10
Process Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Process Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
In-Memory Cost Management for Discrete Industries	25,000	5,500.00	Application User	25
In-Memory Cost Management for Process Industries	25,000	5,500.00	Application User	25
Asset Lifecycle Management				
Enterprise Asset Management	4,595	1,010.90	Application User	10
Option: Self-Service Work Requests	575	126.50	Application User	10
Asset Tracking	6,895	1,516.90	Application User	50
Property Manager	4,595	1,010.90	Application User	5
Service				
TeleService	4,595	1,010.90	Application User	10
Service Contracts	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Service	3,495	768.90	Field Technician	20
Option: Spares Management	1,145	251.90	Field Technician	50
Option: Advanced Scheduler	1,725	379.50	Field Technician	50
Option: Mobile Field Service	1,145	251.90	Field Technician	50
Depot Repair	4,595	1,010.90	Application User	10
iSupport	57,500	12,650.00	Processor	2
Projects				
Project Costing	4,595	1,010.90	Application User	5
Option: Project Billing	3,495	768.90	Application User	5
Project Resource Management	225	49.50	Person	50
Project Collaboration	345	75.90	Application User	50
Project Planning and Control	2,895	636.90	Application User	25
Project Portfolio Analysis	6,895	1,516.90	Application User	10
Project Contracts	6,895	1,516.90	Application User	10

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Product Lifecycle Management				
Agile Product Lifecycle Management				
Agile Product Collaboration	6,545	1,439.90	Application User	20
Agile Product Lifecycle Management Integration Products				
Agile Engineering Collaboration	75,000	16,500.00	Processor	2
Agile MCAD Connector	4,995	1,098.90	Application User	10
Enterprise Visualization				
AutoVue Office	115	25.30	Application User	1
AutoVue 2D Professional	450	99.00	Application User	1
AutoVue 3D Professional Advanced	1,725	379.50	Application User	1
AutoVue EDA Professional	1,725	379.50	Application User	1
AutoVue Electro-Mechanical Professional	3,495	768.90	Application User	1
AutoVue VueLink Integration	29,000	6,380.00	Computer	1
Financial				
Financials	4,595	1,010.90	Application User	5
Advanced Collections	1,395	306.90	Application User	10
Internet Expenses	6	1.32	Expense Report	1,000
iReceivables	58	12.76	1K Invoice Line	20
Treasury	28,795	6,334.90	Application User	4
Financials Accounting Hub	175	38.50	Employee	1,000
Human Resources				
Human Resources	185	40.70	Employee	100
Self-Service Human Resources	40	8.80	Employee	100
Advanced Benefits	85	18.70	Employee	500
Compensation Workbench	70	15.40	Employee	100
iRecruitment	75	16.50	Employee	500
Payroll	225	49.50	Employee	500
Performance Management	105	23.10	Employee	100
Time and Labor	110	24.20	Employee	100
Succession Planning	70	15.40	Employee	100
Learning Management				
Learning Management	105	23.10	Trainee	100
iLearning	52	11.44	Trainee	100

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Master Data Management				
Master Data Management - Customer Hub for B2B				
Customer Hub B2B	9	1.98	Record	50,000
Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2B	3.20	0.7000	Record	50,000
Option: Field Service Hub B2B	3.20	0.7000	Record	50,000
Option: Marketing Hub B2B	3.20	0.7000	Record	50,000
Option: Sales Hub B2B	3.20	0.7000	Record	50,000
Option: Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
Option: Sales Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Site Hub				
Site Hub	200	44.00	Record	1,000
Site Hub Add-On for Oracle E-Business Suite	100	22.00	Record	1,000
Master Data Management - Supplier Hub				
Supplier Hub	33	7.26	Record	10,000
Supplier Hub Add-On for Oracle E-Business Suite	17	3.63	Record	10,000
Master Data Management - Vertical Customer Hub				
Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Case Hub	0.3700	0.0800	Record	1,000,000
Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Life Sciences Customer Hub	2.90	0.6400	Record	1,000,000
Master Data Management - Product Information Management				
Product Hub	14	3.08	Record	20,000
Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Vertical Product Hub				
Product Hub for Retail	6	1.32	Record	200,000
Product Hub for Retail Add-on	3.00	0.6600	Record	200,000
Product Hub for Communications	150	33.00	Record	5,000
Product Hub for Communications Add-on	75	16.50	Record	5,000
Master Data Management - Administrative & Development				
Customer Hub Data Steward	5,795	1,274.90	Application User	10
Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Product Hub Data Steward	5,795	1,274.90	Application User	20
Site Hub Data Steward	5,795	1,274.90	Application User	1
Supplier Hub Data Steward	5,795	1,274.90	Application User	10
Master Data Management - Data Quality				
Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4

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	License Price	Software Update License & Support	Metric	Minimum
Application Management				
Application Management Suite for Oracle E-Business Suite Applications	400	88.00	Named User Plus	200
	20,000	4,400.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle E-Business Suite	12,000	2,640.00	Named User Plus	not applicable
Functional Testing Suite Advanced Pack for Oracle E-Business Suite	6,000	1,320.00	Named User Plus	not applicable
Load Testing Suite for Oracle E-Business Suite	125	27.50	Named User Plus	50
Test Manager for Oracle E-Business Suite	2,000	440.00	Named User Plus	not applicable
Interaction Center Technology				
Advanced Inbound Telephony	1,145	251.90	Workstation	50
Advanced Outbound Telephony	1,145	251.90	Workstation	50
Scripting	695	152.90	Workstation	50
Email Center	2,295	504.90	Workstation	50
Other				
Applications Read-Only User	1,725	379.50	Application Read-Only User	1
(Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)				

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	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Marketing and Sales				
Oracle E-Business Suite UPK for Oracle Incentive Compensation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Channel Revenue Management				
Oracle E-Business Suite UPK for Oracle Price Protection				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Order Management				
Oracle E-Business Suite UPK for Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Shipping Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Logistics				
Oracle E-Business Suite UPK for Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Warehouse Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Planning				
Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Rapid Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Inventory Optimization				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Global Order Promising				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Collaborative Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Service Parts Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Strategic Network Optimization				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK Fundamentals for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Real-Time Sales and Operations Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Predictive Trade Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Deduction and Settlement Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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User Productivity Kit Content Materials for Procurement				
Oracle E-Business Suite UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Manufacturing				
Oracle E-Business Suite UPK for Work in Process				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Product Development				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing Process Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Process Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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User Productivity Kit Content Materials for Asset Lifecycle Management				
Oracle E-Business Suite UPK for Oracle Enterprise Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Service				
Oracle E-Business Suite UPK for Oracle Service Contracts				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Field Service				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Depot Repair				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle iSupport				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Projects				
Oracle E-Business Suite UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Billing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Resource Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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User Productivity Kit Content Materials for Financials				
Oracle E-Business Suite UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK Financials Centralized Solution Set				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Assets				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Advanced Collections				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Internet Expenses				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle U.S. Federal Financials				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Resources				
Oracle E-Business Suite UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Self-Service Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Compensation Workbench				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for iRecruitment				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Performance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
Oracle E-Business Suite UPK for Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Master Data Management				
Oracle E-Business Suite UPK for Oracle Site Hub				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Product Hub				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Public Sector/University				
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Financial Services				
Oracle E-Business Suite UPK for Oracle Lease and Finance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for High Tech				
Oracle E-Business Suite UPK for Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Aerospace, Defense and Transportation				
Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Installed Base				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Vertical Applications				
Communications/Utilities				
CRL Financial Management	287,500	63,250.00	Module	1
	0.2900	0.0638	Per Subscriber Thereafter	1
Telco Provisioning	287,500	63,250.00	Module	1
	1.75	0.3850	Per Subscriber Thereafter	1
Number Portability	287,500	63,250.00	Module	1
	12	2.64	Ported Number/Year	1
Telecommunications Billing Integrator	6	1.32	Employee	50,000
Public Sector/University				
Grants	4,595	1,010.90	Application User	5
Loans	4,595	1,010.90	Application User	10
Contract Lifecycle Management for Public Sector	19,995	4,398.90	Application User	10
Financial Services				
Lease and Finance Management	2,300	506.00	$M Managed Assets	500
High Tech				
Shop Floor Management	2,300	506.00	$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet	57,500	12,650.00	PIP	2

	Subscription	Licensing Metric	Frequency	Minimum
Oracle Education Subscription				
iLearning Subscription [*]	55	Hosted Named User	Yearly	$5,000.00

[*] At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

DEFINITIONS (Continued)

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. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Collaboration Program User: is defined as an individual authorized by you to use the 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. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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.

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.

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

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

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

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.

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

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

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.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

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.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

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.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: 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 purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

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

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

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

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 Module: is defined as the functional software component described in the program documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$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.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

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

ORACLE SUPPORT SERVICES

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

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access 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 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 Oracle*MetaLink*, 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

North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

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.