



Oracle Global Price List
Siebel CRM, Enterprise Edition Component Pricing
April 17, 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" in the Royalty column indicates the product includes third-party technology or content and the royalty obligations require maximum discounting/minimum pricing.

Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Base Application					
	Siebel CRM Base	3,250	715.00	Application User	
Siebel Cross-Industry - Tools and Servers					
	Siebel Tools	17,500	3,850.00	Application User	
	Siebel Test Automation Interfaces	5,000	1,100.00	Application User	
	Siebel Web UI Dynamic Developer Kit	5,000	1,100.00	Application User	
	Siebel Report Designer Professional	X 2,000	440.00	Application User	
	Siebel Report Designer	X 600	132.00	Application User	
	Siebel Server Extensions for UNIX	X 1,000	220.00	Computer	1
Siebel Cross-Industry - General Options					
	Siebel Advanced Market Development Funds	450	99.00	Application User	
	Oracle Secure Enterprise Search (SES)	<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.</i>			
	Oracle Secure Enterprise Search Connector				
	Siebel Advisor	1,400	308.00	Application User	
	Siebel Anywhere	175	38.50	Application User	
	Siebel Campaigns	200	44.00	Application User	
	Siebel Client Sync	X 75	16.50	Application User	
	Siebel Server Sync - Microsoft Exchange Server	X 100	22.00	Application User	2
	Siebel Collaboration (for MS Sharepoint)	50	11.00	Application User	3
	Siebel Configurator Administration Server	X 100,000	22,000.00	Computer	4
	Siebel Configurator Runtime	1,900	418.00	Application User	5
	Siebel Content Publishing	100	22.00	Application User	
	Siebel Contracts	600	132.00	Application User	
	Siebel Customer Content	300	66.00	Application User	
	Siebel Customer Order Management Administration Server	200,000	44,000.00	Customer	
	Siebel Customer Order Management Administrator	5,000	1,100.00	Application User	
	Siebel CTI	175	38.50	Application User	
	Siebel CTI Connect	X 500	110.00	Application User	
	Siebel Data Quality	100	22.00	Application User	
	Siebel Data Quality Matching Server	X 25,000	5,500.00	Processor	6 4
	Siebel Deal Management	2,995	658.90	Application User	
	Siebel Dynamic Catalog	850	187.00	Application User	
	Siebel Dynamic Pricer	1,200	264.00	Application User	
	Siebel Employee Self-Service	100	22.00	Application User	
	Siebel Events Manager	300	66.00	Application User	
	Siebel Forecasting	250	55.00	Application User	
	Siebel Handheld	500	110.00	Application User	7
	Siebel HelpDesk Online	50	11.00	Application User	
	Siebel Mobile Connector	250	55.00	Application User	
	Siebel Partner Manager	450	99.00	Application User	
	Siebel Quotes	400	88.00	Application User	
	Siebel Quote and Order Capture	1,000	220.00	Application User	
	Siebel Remote Client	250	55.00	Application User	
	Siebel Reports	X 300	66.00	Application User	
	Siebel Signature Capture Tool	X 50	11.00	Application User	8
	Siebel Smart Answer for Employees	X 250	55.00	Application User	30
	Siebel SmartScript	250	55.00	Application User	
	Siebel Store-and-Forward Messaging	X 100	22.00	Application User	
	Siebel Territory Management	500	110.00	Application User	
	Siebel Time and Expense Reporting	100	22.00	Application User	
	Siebel Wireless	500	110.00	Application User	
	Siebel Connector for Satmetrix Exchange	50	11.00	Application User	
Siebel Cross-Industry - Sales Options					
	Siebel Enterprise Selling Process (ESP)	175	38.50	Application User	
	Siebel Portfolio Management Process (PMP)	175	38.50	Application User	
	Siebel Proposals and Presentations	350	77.00	Application User	
	Siebel Target Account Selling (TAS)	175	38.50	Application User	

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Service Options						
Siebel Asset Management		300	66.00	Application User		
Siebel Automated Discovery	x	50	11.00	Application User	9	
Siebel Automated Service	x	50	11.00	Application User	9	
Siebel Change Management		200	44.00	Application User		
Siebel Email Response		700	154.00	Application User		
Siebel Field Service		500	110.00	Application User		
Siebel HelpDesk Option		450	99.00	Application User	12	
Siebel Quality Management		250	55.00	Application User		
Siebel Smart Answer for Email Response	x	550	121.00	Application User	30	
Siebel Cross-Industry - Field Service Options						
Siebel Barcode		100	22.00	Application User		
Siebel Logistics Manager		250	55.00	Application User		
Siebel Preventive Maintenance		175	38.50	Application User		
Siebel Repair		175	38.50	Application User		
Siebel Scheduling	x	350	77.00	Application User		
Siebel Cross-Industry - Marketing Automation Options						
Siebel Email/Web Offer Designer	x	150	33.00	Application User		
Siebel Email Marketing Server		100,000	22,000.00	Computer		
Siebel Dialogue Manager		750	165.00	Application User		
Siebel Marketing Resource Manager		200	44.00	Application User		
Siebel Segment Manager		1,250	275.00	Application User		
Siebel Cross Industry - Marketing Server Options						
Siebel Marketing Server - up to 500,000 records		150,000	33,000.00	Computer	10	
Siebel Marketing Server - up to 1,000,000 records		200,000	44,000.00	Computer	10	
Siebel Marketing Server - up to 3,000,000 records		275,000	60,500.00	Computer	10	
Siebel Marketing Server - up to 5,000,000 records		350,000	77,000.00	Computer	10	
Siebel Marketing Server - up to 10,000,000 records		425,000	93,500.00	Computer	10	
Siebel Marketing Server - unlimited records		500,000	110,000.00	Computer	10	
Siebel Cross-Industry - Applications Not Requiring CRM Base						
Oracle Contact Center Anywhere	x	2,500	550.00	Application User		25
Oracle Contact Center Anywhere Transactions	x	160	35.20	1K Transactions		400
Siebel Configurator Administration Server	x	100,000	22,000.00	Computer	4	
Siebel Content Publishing		100	22.00	Application User		
Siebel Customer Content		300	66.00	Application User	11	
Siebel Customer Order Management Administration Server		200,000	44,000.00	Customer		
Siebel Email Marketing Stand Alone		250	55.00	Application User	13	
Siebel Email Marketing Server Stand Alone		0.15	0.0300	Customer Record	13	
Siebel Handheld Stand Alone		1,000	220.00	Application User		
Siebel HelpDesk		1,000	220.00	Application User	12	
Siebel Order Validation Engine		0.20	0.0400	Electronic Order Line		
Siebel Segment Manager Stand Alone		2,500	550.00	Application User		
Siebel Cross-Industry - HelpDesk Options Not Requiring CRM Base						
Siebel Asset Management		300	66.00	Application User		
Siebel Automated Discovery	x	50	11.00	Application User	9	
Siebel Automated Service	x	50	11.00	Application User	9	
Siebel Change Management		200	44.00	Application User		
Siebel HelpDesk Online		50	11.00	Application User		
Siebel Cross-Industry - Incentive Compensation						
<small>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). Please see the Controlled Availability link on eSource for instructions on quoting CA products.</small>						
Siebel Incentive Compensation Management Package - for Employees	x	950	209.00	Application User	30	10
Siebel Incentive Compensation Management - for Employees	x	750	165.00	Application User	30	10
Siebel ICM Advanced Planning and Modeling - for Employees	x	250	55.00	Application User	30	10
Siebel Incentive Compensation Management Package - for Partners	x	300	66.00	Application User	30	10
Siebel Incentive Compensation Management - for Partners	x	250	55.00	Application User	30	10
Siebel ICM Advanced Planning and Modeling - for Partners	x	100	22.00	Application User	30	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 - Customer Portal						
Siebel eCustomer		150,000	33,000.00	Processor		
Siebel Web Marketing		30,000	6,600.00	Processor		
Siebel eSales		100,000	22,000.00	Processor		
Siebel eService		50,000	11,000.00	Processor		
Siebel Cross-Industry - Customer Portal Options						
Siebel Advanced Search for Customers (Not available in v8+)	X	5,000	1,100.00	Processor		
Siebel Advisor for Customers		40,000	8,800.00	Processor		
Siebel Configurator Runtime for Customers		50,000	11,000.00	Processor	14	
Siebel Content Publishing for Customers		5,000	1,100.00	Processor		
Siebel Dynamic Pricer for Customers		40,000	8,800.00	Processor		
Siebel Events		25,000	5,500.00	Processor		
Siebel Reports for Customers	X	10,000	2,200.00	Processor		
Siebel Self-Service Wireless for Customers		15,000	3,300.00	Processor		
Siebel Smart Answer for Customers	X	15,000	3,300.00	Processor	15,30	
Siebel SmartScript for Customers		10,000	2,200.00	Processor		
Siebel Cross-Industry - Customer Applications not Requiring a Customer Portal						
Siebel Advisor Stand Alone		50,000	11,000.00	Processor		

Siebel CRM, Enterprise Edition Cross-Industry Applications Pricing

Siebel Cross-Industry - Partner Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Cross-Industry - Partner Portal						
Siebel Partner Portal		450	99.00	Registered User		
Siebel Cross-Industry - Partner Portal Options						
Siebel Advanced Market Development Funds for Partners		300	66.00	Registered User		
Siebel Advanced Search for Partners (Not available in v8+)	X	50	11.00	Registered User		
Siebel Advisor for Partners		125	27.50	Registered User		
Siebel Anywhere for Partners		175	38.50	Registered User		
Siebel Basic Pricer for Partners		100	22.00	Registered User		
Siebel Campaigns for Partners		100	22.00	Registered User		
Siebel Configurator Runtime for Partners		500	110.00	Registered User		
Siebel Content Publishing for Partners		50	11.00	Registered User		
Siebel Customer Order Management Administrator for Partners		1,000	220.00	Registered User	16	
Siebel Dialogue Manager for Partners		250	55.00	Registered User		
Siebel Dynamic Pricer for Partners		300	66.00	Registered User		
Siebel Field Service for Partners		300	66.00	Registered User		
Siebel Forecasting for Partners		100	22.00	Registered User		
Siebel Logistics Manager for Partners		100	22.00	Registered User		
Siebel Marketing Resource Manager for Partners		100	22.00	Registered User		
Siebel Partner Commerce		350	77.00	Registered User		
Siebel PRM Wireless		150	33.00	Registered User		
Siebel Proposals and Presentations for Partners		150	33.00	Registered User		
Siebel Remote Client for Partners		100	22.00	Registered User		
Siebel Reports for Partners	X	125	27.50	Registered User		
Siebel Segment Manager for Partners		350	77.00	Registered User		
Siebel Smart Answer for Partners	X	150	33.00	Registered User	30	
Siebel SmartScript for Partners		100	22.00	Registered User		
Siebel Cross-Industry - Partner Applications not Requiring Partner Portal						
Siebel PRM Wireless Stand Alone		350	77.00	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		600	132.00	Application User		
Siebel CRM Web Channel for Customers- up to 15 Objects		60,000	13,200.00	Processor		

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

	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		3,600	792.00	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		450	99.00	Application User		
Siebel Communications, Media and Energy - General Options						
Siebel Bulk Order Capture		500	110.00	Application User		17,30
Siebel Bulk Orders Administration Server		100,000	22,000.00	Customer		17,30
Siebel CME Contracts		600	132.00	Application User		
Siebel Contract Terms and Conditions		400	88.00	Application User		
Siebel Network Order Entry		400	88.00	Application User		
Siebel CME Quote and Order Capture		1,300	286.00	Application User		
Siebel Premises		150	33.00	Application User		
Siebel Rollup		175	38.50	Application User		
Siebel Work Orders		150	33.00	Application User		
Siebel Communications, Media and Energy - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty H&T Engine - up to 25,000 Member records		350,000	77,000.00	Customer		
Siebel Loyalty H&T Engine - up to 100,000 Member records		750,000	165,000.00	Customer		
Siebel Loyalty H&T Engine - up to 500,000 Member records		2,000,000	440,000.00	Customer		
Siebel Loyalty H&T Engine - up to 1,000,000 Member records		3,500,000	770,000.00	Customer		
Siebel Loyalty H&T Engine - up to 5,000,000 Member records		5,500,000	1,210,000.00	Customer		
Siebel Loyalty H&T Engine - up to 10,000,000 Member records		8,000,000	1,760,000.00	Customer		
Siebel Loyalty H&T Engine - unlimited Member records		11,000,000	2,420,000.00	Customer		
Siebel Communications, Media and Energy - Sales Options						
Siebel Call Reports		100	22.00	Application User		
Siebel Design Opportunity Management		250	55.00	Application User		
Siebel Field Service Assets		150	33.00	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 Communications, Media and Energy - Service Options						
Siebel Billing Management		150	33.00	Application User		
Siebel Credit Management		150	33.00	Application User		
Siebel Fraud Management		100	22.00	Application User		
Siebel Price Comparison		2,150	473.00	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		450	99.00	Application User		
Siebel Deductions		175	38.50	Application User		
Siebel Sales Volume Planning		250	55.00	Application User		
Siebel Trade Promotions		300	66.00	Application User		
Demantra Predictive Trade Planning		1,500	330.00	\$Million COGS	23, 30	150
option: Demantra Trade Promotion Optimization	x	750	165.00	\$Million COGS	23, 30	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
Siebel Communications, Media and Energy - Customer Portal					
Siebel CME eCustomer	150,000	33,000.00	Processor		
Siebel CME eSales	100,000	22,000.00	Processor		
Siebel CME eService	50,000	11,000.00	Processor		
Siebel CME Web Marketing	30,000	6,600.00	Processor		
Siebel Loyalty Customer Portal	10,000	2,200.00	Processor		
Siebel Communications, Media and Energy - Customer Portal Options					
Siebel Price Comparison for Customers	50,000	11,000.00	Processor		
Siebel CME Quote and Order Capture for Customers	35,000	7,700.00	Processor		

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

	Royalty License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy - Partner Portal					
Siebel CME Partner Portal	450	99.00	Registered User		
Siebel Loyalty Partner Portal	200	44.00	Registered User		
Siebel Communications, Media and Energy - Partner Portal Options					
Siebel CME Partner Commerce	350	77.00	Registered User		
Siebel Credit Management for Partners	50	11.00	Registered User		
Siebel Design Opportunity Management for Partners	100	22.00	Registered User		
Siebel Fraud Management for Partners	50	11.00	Registered User		
Siebel Pricing Authorization Management for Partners	150	33.00	Registered User		
Siebel CME Quote and Order Capture for Partners	350	77.00	Registered User		

Siebel Financial Services Applications Pricing
Siebel Financial Services - Employee Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services - Base Application						
Siebel Financial Services CRM Base		3,600	792.00	Application User		
Siebel Financial Services - Base Functionality Option						
		<i>(for adding additional base functionality to other Industries)</i>				
Siebel Financial Services CRM Base Option		450	99.00	Application User		
Siebel Financial Services - General Options						
Siebel Customer Relationship Console - HTML		750	165.00	Application User		
Siebel Finance Events Manager		350	77.00	Application User		
Siebel Financial Accounts		175	38.50	Application User		
Siebel Network Order Entry		400	88.00	Application User		
Siebel Financial Services Proposals and Presentations		350	77.00	Application User		
Siebel Financial Services Quote and Order Capture		1,000	220.00	Application User		
Siebel Financial Services Quotes		400	88.00	Application User		
Siebel Rollup		175	38.50	Application User		
Siebel Financial Services - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty Engine - up to 100,000 Member records		150,000	33,000.00	Customer		
Siebel Loyalty Engine - up to 500,000 Member records		250,000	55,000.00	Customer		
Siebel Loyalty Engine - up to 1,000,000 Member records		450,000	99,000.00	Customer		
Siebel Loyalty Engine - up to 5,000,000 Member records		750,000	165,000.00	Customer		
Siebel Loyalty Engine - up to 10,000,000 Member records		1,000,000	220,000.00	Customer		
Siebel Loyalty Engine - unlimited Member records		1,800,000	396,000.00	Customer		
Siebel Financial Services - Sales Options						
Siebel Call Reports		100	22.00	Application User		
Siebel Needs Analysis/Applications - Non credit		175	38.50	Application User		
Siebel Financial Services - General Options for Finance Line of Business						
Siebel Collections		500	110.00	Application User		
Siebel Commercial Banking Loan Approval		250	55.00	Application User		
Siebel Corporate and Commercial Banking		175	38.50	Application User		
Siebel Credit Origination		225	49.50	Application User		
Siebel Institutional Sales and Research		250	55.00	Application User		
Siebel Investment Banking		175	38.50	Application User		
Siebel Investment Management		250	55.00	Application User		
Siebel Retirement/Pension Management		250	55.00	Application User		
Siebel Small Business Banking		175	38.50	Application User		
Siebel Wealth Management		250	55.00	Application User		
Siebel Financial Services - General Options for Healthcare						
Siebel Group Coverage		250	55.00	Application User		
Siebel Healthcare Providers and Facilities		175	38.50	Application User		
Siebel Individual Coverage		150	33.00	Application User		
Siebel Financial Services - General Options for Insurance						
Siebel Group Pensions		250	55.00	Application User		
Siebel Group Policies		250	55.00	Application User		
Siebel Individual Life and Annuities		150	33.00	Application User		
Siebel Personal Lines Claims		200	44.00	Application User		
Siebel Personal Lines Policies		250	55.00	Application User		
Siebel Financial Services - Service Options for Insurance						
Siebel Insurance Field Service		500	110.00	Application User		19

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	150,000	33,000.00	Processor		
Siebel Financial Services eSales	100,000	22,000.00	Processor		
Siebel Financial Services eService	50,000	11,000.00	Processor		
Siebel Financial Services Web Marketing	30,000	6,600.00	Processor		
Siebel Enrollment Portal	60,000	13,200.00	Processor	20	
Siebel Loyalty Customer Portal	10,000	2,200.00	Processor		
Siebel Financial Services - Customer Portal Options					
Siebel Finance Events	35,000	7,700.00	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	450	99.00	Registered User		
Siebel Agent Portal	450	99.00	Registered User		
Siebel Service Provider Portal	150	33.00	Registered User		
Siebel Financial Services - Agent Portal Options					
Siebel Individual and Group Coverage for Partners	100	22.00	Registered User		
Siebel Life and Pensions for Partners	100	22.00	Registered User		
Siebel P&C Claims for Partners	100	22.00	Registered User		
Siebel P&C Policies for Partners	150	33.00	Registered User		
Siebel Financial Services - Partner Portal Options					
Siebel Financial Services Proposals and Presentations for Partners	150	33.00	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	900	198.00	Application User		
Siebel Branch Teller Services	1,100	242.00	Application User		
Siebel Financial Transactions Workbench	17,500	3,850.00	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	25,000	5,500.00	Processor		
Siebel Internet Banking Services	7,500	1,650.00	Processor		

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences - Base Application						
Siebel Life Sciences CRM Base		3,600	792.00	Application User		
Siebel Life Sciences - Base Functionality Option						
Siebel Life Sciences CRM Base Option		450	99.00	Application User		
Siebel Life Sciences - General Options						
Siebel Advanced Contracts		1,250	275.00	Application User		
Siebel Business Rules		350	77.00	Application User		
Siebel Clinical Account Profiles		100	22.00	Application User		
Siebel Clinical Contact Profiles		100	22.00	Application User		
Siebel Clinical Profiles		175	38.50	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 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 - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty Engine up to 100,000 Member Records		150,000	33,000.00	Customer		
Siebel Loyalty Engine up to 500,000 Member Records		250,000	55,000.00	Customer		
Siebel Loyalty Engine up to 1,000,000 Member Records		450,000	99,000.00	Customer		
Siebel Loyalty Engine up to 5,000,000 Member Records		750,000	165,000.00	Customer		
Siebel Loyalty Engine up to 10,000,000 Member Records		1,000,000	220,000.00	Customer		
Siebel Loyalty Engine unlimited Member Records		1,800,000	396,000.00	Customer		
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		15,000	3,300.00	Application User		
Siebel Collections		500	110.00	Application User		
Siebel Life Sciences - General Options for Clinical						
Siebel Clinical Contracts		250	55.00	Application User		
Siebel Document Tracking		250	55.00	Application User		
Siebel Payments		175	38.50	Application User		
Siebel Project and Resource Management		500	110.00	Application User		
Siebel Project Cost Tracking		200	44.00	Application User		
Siebel Protocol Builder		350	77.00	Application User		
Siebel Trip Reports		250	55.00	Application User		
Siebel Life Sciences - Sales Options for Medical						
Siebel Medical Handheld		600	132.00	Application User		7
Siebel Medical Inventory Management	x	250	55.00	Application User		
Siebel Life Sciences - Service Options for Medical						
Siebel Medical Field Service		500	110.00	Application User		
Siebel Life Sciences - Pharma Marketing Server Options						
Siebel Pharma Marketing Server-First Brand		1.00	0.2200	Customer Record		21
Siebel Pharma Marketing Server-Additional Brand		1.00	0.2200	Customer Record		21
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records		300,000	66,000.00	Processor		21
Siebel Life Sciences - Sales Options for Pharma						
Siebel Pharma Handheld		600	132.00	Application User		
Siebel Signature Capture	x	100	22.00	Application User		7

Siebel CRM, Enterprise Edition Component Pricing

Prices in USA (Dollar)

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	450	99.00	Application User	
	Siebel Deductions	175	38.50	Application User	
	Siebel Sales Volume Planning	250	55.00	Application User	
	Siebel Trade Promotions	300	66.00	Application User	
	Demantra Predictive Trade Planning	1,500	330.00	\$Million COGS	23, 30 150
	option: Demantra Trade Promotion Optimization x	750	165.00	\$Million COGS	23, 30 150
Siebel Life Sciences - Applications not requiring Life Sciences CRM Base					
	Siebel Medical Handheld Stand Alone	1,150	253.00	Application User	7
	Siebel Pharma Handheld Stand Alone	1,150	253.00	Application User	7
Siebel Life Sciences - Medical Handheld Stand Alone Options					
	Siebel Medical Inventory Management x	250	55.00	Application User	
Siebel Life Sciences - Pharma Handheld Stand Alone Options					
	Siebel Expense Reports for Handheld Stand Alone	100	22.00	Application User	7
	Siebel Medical Education for Handheld Stand Alone	100	22.00	Application User	7
	Siebel Samples for Handheld Stand Alone	150	33.00	Application User	7
	Siebel Signature Capture Stand Alone x	100	22.00	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	70,000	15,400.00	Processor	
	Siebel Loyalty Customer Portal	10,000	2,200.00	Processor	
Siebel Life Sciences - Pharma eService Options					
	Siebel MedEd for Customers	25,000	5,500.00	Processor	
	Siebel Samples for Customers	25,000	5,500.00	Processor	
	Siebel Details x	150	33.00	Application User	22
	Siebel Details – Server capacity for an additional 10 concurrent users x	24,000	5,280.00	Computer	
	Siebel Details – Server capacity for an additional 50 concurrent users x	48,000	10,560.00	Computer	
	Siebel Details – Server capacity for an additional 100 concurrent users x	78,000	17,160.00	Computer	
	Siebel Details – Server capacity for an additional 200 concurrent users x	110,000	24,200.00	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					
	Siebel Clinical Partner Portal	450	99.00	Registered User	
	Siebel Loyalty Partner Portal	200	44.00	Registered User	
Siebel Life Sciences - Partner Portal Options					
	Siebel Delegated Business Rules for Partners	150	33.00	Registered User	
	Siebel Design Opportunity Management for Partners	100	22.00	Registered User	
	Siebel Details x	150	33.00	Application User	22
	Siebel Details – Server capacity for an additional 10 concurrent users x	24,000	5,280.00	Computer	
	Siebel Details – Server capacity for an additional 50 concurrent users x	48,000	10,560.00	Computer	
	Siebel Details – Server capacity for an additional 100 concurrent users x	78,000	17,160.00	Computer	
	Siebel Details – Server capacity for an additional 200 concurrent users x	110,000	24,200.00	Computer	
	Siebel Life Sciences Field Service for Partners	300	66.00	Registered User	
	Siebel Pricing Authorization Management for Partners	150	33.00	Registered User	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing - Base Application						
Siebel Manufacturing CRM Base		3,600	792.00	Application User		
Siebel Manufacturing - Base Functionality Option						
		<i>(for adding additional base functionality to other Industries)</i>				
Siebel Manufacturing CRM Base Option		450	99.00	Application User		
Siebel Manufacturing - General Options						
Siebel Contract Terms and Conditions		400	88.00	Application User		
Siebel Network Order Entry		400	88.00	Application User		
Siebel Manufacturing - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty Engine up to 100,000 Member Records		150,000	33,000.00	Customer		
Siebel Loyalty Engine up to 500,000 Member Records		250,000	55,000.00	Customer		
Siebel Loyalty Engine up to 1,000,000 Member Records		450,000	99,000.00	Customer		
Siebel Loyalty Engine up to 5,000,000 Member Records		750,000	165,000.00	Customer		
Siebel Loyalty Engine up to 10,000,000 Member Records		1,000,000	220,000.00	Customer		
Siebel Loyalty Engine unlimited Member Records		1,800,000	396,000.00	Customer		
Siebel Manufacturing - General Options for Automotive						
Siebel Business Rules		350	77.00	Application User		
Siebel Financial Accounts		175	38.50	Application User		
Siebel Lease End-of-Term Processing		175	38.50	Application User		
Siebel Personal Lines Claims		200	44.00	Application User		
Siebel Title Management		100	22.00	Application User		
Siebel Vehicle Contracts		175	38.50	Application User		
Siebel Manufacturing - General Options for Oil, Gas and Chemicals						
Siebel OGC Contracts		600	132.00	Application User		
Siebel OGC Quote and Order Capture		1,000	220.00	Application User		
Siebel Premises		150	33.00	Application User		
Siebel Rollup		175	38.50	Application User		
Siebel Work Orders		150	33.00	Application User		
Siebel Manufacturing - 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 User		100,000	22,000.00	Computer		
Siebel Manufacturing - Sales Options for Automotive						
Siebel Credit Origination		225	49.50	Application User		
Siebel Manufacturing - Sales Options for Oil, Gas and Chemicals						
Siebel Call Reports		100	22.00	Application User		
Siebel Manufacturing - Service Options for Automotive						
Siebel Collections		500	110.00	Application User		
Siebel Manufacturing - Service Options for Oil, Gas and Chemicals						
Siebel Billing Management		150	33.00	Application User		
Siebel Credit Management		150	33.00	Application User		
Siebel Fraud Management		100	22.00	Application User		

Siebel Manufacturing and Distribution Applications Pricing
 Siebel Distribution - Employee Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Distribution - Base Application						
Siebel Distribution CRM Base		3,600	792.00	Application User		
Siebel Distribution - Base Functionality Option <i>(for adding additional base functionality to other Industries)</i>						
Siebel Distribution CRM Base Option		450	99.00	Application User		
Siebel Distribution - General Options						
Siebel Contract Terms and Conditions		400	88.00	Application User		
Siebel Network Order Entry		400	88.00	Application User		
Siebel Distribution - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty Engine up to 100,000 Member Records		150,000	33,000.00	Customer		
Siebel Loyalty Engine up to 500,000 Member Records		250,000	55,000.00	Customer		
Siebel Loyalty Engine up to 1,000,000 Member Records		450,000	99,000.00	Customer		
Siebel Loyalty Engine up to 5,000,000 Member Records		750,000	165,000.00	Customer		
Siebel Loyalty Engine up to 10,000,000 Member Records		1,000,000	220,000.00	Customer		
Siebel Loyalty Engine unlimited Member Records		1,800,000	396,000.00	Customer		
<i>Note: the Loyalty H&T Engine pricing applies only to Hospitality—Hotels and Travel—Airlines. All other Hospitality and Travel segments are eligible for the standard Siebel Distribution Loyalty Engine pricing (above).</i>						
Siebel Distribution - Loyalty Engine for Airlines & Hotel segments						
Siebel Loyalty H&T Engine up to 25,000 Member Records		350,000	77,000.00	Customer		
Siebel Loyalty H&T Engine up to 100,000 Member Records		750,000	165,000.00	Customer		
Siebel Loyalty H&T Engine up to 500,000 Member Records		2,000,000	440,000.00	Customer		
Siebel Loyalty H&T Engine up to 1,000,000 Member Records		3,500,000	770,000.00	Customer		
Siebel Loyalty H&T Engine up to 5,000,000 Member Records		5,500,000	1,210,000.00	Customer		
Siebel Loyalty H&T Engine up to 10,000,000 Member Records		8,000,000	1,760,000.00	Customer		
Siebel Loyalty H&T Engine unlimited Member Records		11,000,000	2,420,000.00	Customer		
Siebel Distribution - General Options for Consumer Goods						
Siebel Advanced Contracts		1,250	275.00	Application User		
Siebel Consumer Goods Customer Order Management Administration Server		120,000	26,400.00	Customer		
Siebel Deductions		175	38.50	Application User		
Siebel Consumer Goods Dynamic Catalog		350	77.00	Application User		
Siebel Inventory and Order Management		1,000	220.00	Application User		
Siebel Consumer Goods Quote and Order Capture		750	165.00	Application User		
Siebel Sales Volume Planning		250	55.00	Application User		
Siebel Trade Promotions		300	66.00	Application User		
Demantra Predictive Trade Planning		1,500	330.00	\$Million COGS	23, 30	150
option: Demantra Trade Promotion Optimization	x	750	165.00	\$Million COGS	23, 30	150
Siebel Distribution - Sales Options for Consumer Goods						
Siebel Consumer Goods Sales Handheld		600	132.00	Application User	7	
Siebel Van Sales/Delivery		400	88.00	Application User		
Siebel Distribution - Sales Options for Hospitality						
Siebel Group Inventory and Execution		3,600	792.00	Application User		24
Siebel Distribution - Applications not requiring a Distribution CRM base						
Siebel Consumer Goods Sales Handheld DSS		1,150	253.00	Application User	7	
Siebel Van Sales/Delivery		400	88.00	Application User		
Siebel Group Sales and Event Management		175	38.50	Guest Room		24

**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		150,000	33,000.00	Processor		
Siebel OGC Web Marketing		30,000	6,600.00	Processor		
Siebel OGC eSales		100,000	22,000.00	Processor		
Siebel OGC eService		50,000	11,000.00	Processor		
Siebel Loyalty Customer Portal		10,000	2,200.00	Processor		
Siebel Manufacturing - Customer Portal Options for Oil, Gas and Chemicals						
Siebel OGC Quote and Order Capture for Customers		35,000	7,700.00	Processor		
Siebel Distribution - Customer Portal						
Siebel Loyalty Customer Portal		10,000	2,200.00	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		450	99.00	Registered User		
Siebel Loyalty Partner Portal		200	44.00	Registered User		
Siebel OGC Partner Portal		450	99.00	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		225	49.50	Registered User		
Siebel Dealer Advanced Marketing		450	99.00	Registered User		
Siebel Delegated Business Rules for Partners		150	33.00	Registered User		
Siebel Financial Accounts for Partners		150	33.00	Registered User		
Siebel Showroom for Dealers		500	110.00	Registered User		
Siebel Manufacturing - Partner Portal Options						
Siebel Design Opportunity Management for Partners		100	22.00	Registered User		
Siebel Pricing Authorization Management for Partners		150	33.00	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		350	77.00	Registered User		
Siebel Credit Management for Partners		50	11.00	Registered User		
Siebel Fraud Management for Partners		50	11.00	Registered User		
Siebel OGC Quote and Order Capture for Partners		200	44.00	Registered User	25	
Siebel Distribution - Partner Portal						
Siebel Loyalty Partner Portal		200	44.00	Registered User		
Siebel Distribution - Partner Portal Options for Consumer Goods						
Siebel Deductions for Partners		150	33.00	Registered User		
Siebel Sales Volume Planning for Partners		100	22.00	Registered User		
Siebel Trade Promotions for Partners		250	55.00	Registered User		

Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector - Base Application						
Siebel Public Sector CRM Base		3,400	748.00	Application User		
Siebel Public Sector - Base Functionality Option						
Siebel Public Sector CRM Base Option		450	99.00	Application User		
Siebel Public Sector - General Options						
Siebel Network Order Entry		400	88.00	Application User		
Siebel Public Sector - Loyalty Options						
Siebel Loyalty Manager		1,000	220.00	Application User		
Siebel Loyalty Member Services Representative		500	110.00	Application User		
Siebel Loyalty Engine up to 100,000 Member Records		150,000	33,000.00	Customer		
Siebel Loyalty Engine up to 500,000 Member Records		250,000	55,000.00	Customer		
Siebel Loyalty Engine up to 1,000,000 Member Records		450,000	99,000.00	Customer		
Siebel Loyalty Engine up to 5,000,000 Member Records		750,000	165,000.00	Customer		
Siebel Loyalty Engine up to 10,000,000 Member Records		1,000,000	220,000.00	Customer		
Siebel Loyalty Engine unlimited Member Records		1,800,000	396,000.00	Customer		

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

	Royalty	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector - Customer Portal						
Siebel Public Sector eService		70,000	15,400.00	Processor		
Siebel Loyalty Customer Portal		10,000	2,200.00	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		450	99.00	Registered User		
Siebel Loyalty Partner Portal		200	44.00	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		9,000	1,980.00	\$M in Application Annual Revenue		50
Oracle Self-Service E-Billing Consumer Edition		7	1.54	Registered User	26	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. Please see the Controlled Availability link at eSource > Siebel > License > Pricing > Price Lists > Controlled Availability for instructions on quoting.

Siebel eBilling Manager for Consumer		7	1.54	Customer Account		
Siebel ePayment Manager		5	1.10	Customer Account		
Siebel eStatement Manager		5	1.10	Customer Account		
Siebel Self-Service - Communications Options						
Siebel Communications Billing Analytics Manager		10	2.20	Telephone Number		
Siebel Communications Billing Manager for Business		10	2.20	Telephone Number		
Siebel Communications Billing Manager for Consumer		10	2.20	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		10,000	2,200.00	Application User		
Oracle Tutor		495	108.90	Application User		5
Oracle User Productivity Kit (UPK)	x	15,000	3,300.00	UPK Developer	27	
Oracle User Productivity Kit (UPK)	x	50	11.00	UPK User	27	5
Oracle User Productivity Kit (UPK)	x	25	5.50	UPK Employee	27	50
Process Integration						
Application Integration Architecture Foundation Pack (Priced in Advance of Availability) - Processor		40,000	8,800	Processor		4
Application Integration Architecture Foundation Pack (Priced in Advance of Availability) - NUP		800	176	Named User Plus		1
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System		30,000	6,600	Processor	30	4
Siebel CRM Integration Pack for Account Originations - Liability Products		60,000	13,200	Processor	30	4
Siebel CRM Integration Pack for i-flex FLEXCUBE Account Originations - Liability Products		60,000	13,200	Processor	30	4
Siebel CRM Integration Pack for Oracle Order Management		90,000	19,800	Processor	30	
Siebel CRM Integration Pack for Trade Promotion Management		60,000	13,200	Processor	30	4

**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	8	1.76	Record	28	20,000
Oracle Customer Hub Add-on B2B	4.00	0.8800	Record	28	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	2.80	0.6200	Record	29	20,000
option: Oracle Field Service Hub B2B	2.80	0.6200	Record	29	20,000
option: Oracle Marketing Hub B2B	2.80	0.6200	Record	29	20,000
option: Oracle Sales Hub B2B	2.80	0.6200	Record	29	20,000
option: Oracle Service Hub B2B	2.80	0.6200	Record	29	20,000
Master Data Management - Customer Hub for B2C					
Oracle Customer Hub B2C	0.4000	0.0900	Record	28	20,000
Oracle Customer Hub Add-on B2C	0.2000	0.0400	Record	28	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	0.1400	0.0300	Record	29	20,000
option: Oracle Field Service Hub B2C	0.1400	0.0300	Record	29	20,000
option: Oracle Marketing Hub B2C	0.1400	0.0300	Record	29	20,000
option: Oracle Privacy Management Policy Hub B2C	0.2800	0.0600	Record	29	20,000
option: Oracle Sales Hub B2C	0.1400	0.0300	Record	29	20,000
option: Oracle Service Hub B2C	0.1400	0.0300	Record	29	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	1.40	0.3100	Record	29	20,000
Oracle Case Hub	0.3200	0.0700	Record	29	20,000
Oracle Life Sciences Customer Hub	2.50	0.5500	Record	29	20,000
Master Data Management - Product Information Management (PIM)					
Oracle Product Hub	12	2.64	Record	28	20,000
Oracle Product Hub Add-on	6	1.32	Record	28	20,000
Product Hub options					
option: Oracle Product Data Synchronization for GDSN and UCCnet Services	75,000	16,500.00	Partner Organization		2
Master Data Management - Administrative & Development					
Oracle Customer Hub Data Steward	4,995	1,098.90	Application User	28	
Oracle Product Hub Data Steward	4,995	1,098.90	Application User	28	20

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 Data Quality Matching Server
- 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, customers must purchase additional Data Quality Application Users.
- 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 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.
- ¹² Each employee agent responding to employee service requests requires a Siebel HelpDesk Application User license.
- ¹³ 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.
- ¹⁴ 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.
- ¹⁵ 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.
- ¹⁶ 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.
- ¹⁷ Bulk Order Capture is not yet available in Siebel v8.0. Customers wishing to use Bulk Orders must run v7.8.
- ¹⁸ 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.
- ¹⁹ All Siebel Field Service options are available to users of Siebel Insurance Field Service.
- ²⁰ Siebel Enrollment Portal requires approval prior to quoting to a customer.
- ²¹ 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.
- ²² 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.
- ²³ 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.
- ²⁴ Siebel Group Inventory and Execution and Siebel Group Sales and Event Management require approval prior to quoting to a customer.
- ²⁵ 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.
- ²⁶ 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.
- ²⁷ UPK is not available for SMB pricing due to royalty agreements. Term Licenses are not available for UPK.
- ²⁸ 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.
- ²⁹ These options are only available with Siebel UCM.
- ³⁰ 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 Records: is defined as each unique customer loyalty program Member Record managed by the program.

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.

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.

The **Siebel Loyalty Engine** is licensed on a Customer basis together with the number of Member Records managed by the 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 appropriate renewal adjustment. Oracle uses two different renewal adjustments: the Inflationary Adjustment Rate (IAR) and the Local Renewal Adjustment (LRA). Support for all licenses is adjusted by the greater of the LRA 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 (2,000 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 (1,000 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.