ORACLE®

Oracle Global Price List
Software Investment Guide - Siebel CRM Pricing

April 29, 2016

Prices in USA-Dollar

Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.

- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

Siebel CRM Applications

Siebel CRM Applications Pricing
Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Base Applications				
Siebel CRM Base	3,750	825.00	Application User	
Siebel Communications, Media and Energy CRM Base Option	400	88.00	Application User	
Siebel Financial Services CRM Base Option	400	88.00	Application User	
Siebel Life Sciences CRM Base Option	400	88.00	Application User	
Siebel Manufacturing CRM Base Option	400	88.00	Application User	
Siebel Distribution CRM Base Option	400	88.00	Application User	
Siebel Public Sector CRM Base Option	400	88.00	Application User	
Siebel CRM Tools and Servers				
Siebel Tools	20,000	4,400.00	Application User	
Siebel Test Automation Interfaces	5,800	1,276.00	Application User	
Siebel Server Extensions for UNIX	1,150	253.00	Computer	
Application Testing & Management				
Oracle Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	
Oracle Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
Oracle Application Management Suite for Siebel	300	66.00	Named User Plus	200
Oracle Application Management Suite for Siebel	15,000	3,300.00	Processor	4

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM General				
Siebel Advanced Market Development Funds	500	110.00	Application User	
Siebel Anywhere	200	44.00	Application User	
Siebel Server Sync - Microsoft Exchange Server	120	26.40	Application User	
Siebel Content Publishing	120	26.40	Application User	
Siebel Contracts	700	154.00	Application User	
Siebel CRM Desktop	300	66.00	Application User	
Siebel CTI	200	44.00	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Data Quality	120	26.40	Application User	
Siebel Employee Self-Service	120	26.40	Application User	
Siebel Events Manager	350	77.00	Application User	
Siebel Forecasting	300	66.00	Application User	
Siebel HelpDesk Online	60	13.20	Application User	
Siebel Lead Management	230	50.60	Application User	
Siebel Mobile	575	126.50	Application User	
Siebel Partner Manager	500	110.00	Application User	
Siebel Remote Client	300	66.00	Application User	
Siebel Smart Answer Connector	200	44.00	Application User	
Siebel SmartScript	300	66.00	Application User	
Siebel Territory Management	575	126.50	Application User	
Siebel Time and Expense Reporting	120	26.40	Application User	
Siebel Connector for Satmetrix Exchange	60	13.20	Application User	
Siebel CRM Customer Order Management				
Siebel Advisor	1,600	352.00	Application User	
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Configurator Runtime	2,200	484.00	Application User	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Customer Order Management Administrator	5,800	1,276.00	Application User	
Siebel Dynamic Catalog	1,000	220.00	Application User	
Siebel Dynamic Pricer	1,400	308.00	Application User	
Siebel Quote and Order Capture	1,150	253.00	Application User	
Siebel Quotes	460	101.20	Application User	
Siebel CRM Sales				
Oracle Business Approvals Connector for Sales Managers	350	77.00	Application User	25
Siebel Enterprise Selling Process (ESP)	200	44.00	Application User	
Siebel Portfolio Management Process (PMP)	200	44.00	Application User	
Siebel Proposals and Presentations	400	88.00	Application User	
Siebel Target Account Selling (TAS)	200	44.00	Application User	
Siebel CRM Service				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel Email Response	800	176.00	Application User	
Siebel Field Service	575	126.50	Application User	
Siebel HelpDesk Option	500	110.00	Application User	
Siebel Quality Management	300	66.00	Application User	
Siebel Smart Answer for Service	1,050	231.00	Application User	
Siebel CRM Field Service				
Siebel Barcode	120	26.40	Application User	
Siebel Logistics Manager	300	66.00	Application User	
Siebel Preventive Maintenance	200	44.00	Application User	
Siebel Repair	200	44.00	Application User	
Siebel Scheduling	400	88.00	Application User	
Oracle Real-Time Scheduler	2,650	583.00	Field Resource	40

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Marketing Automation				
Siebel Campaign Management	2,530	556.60	Application User	
Siebel Email/Web Offer Designer	175	38.50	Application User	
Siebel Email Marketing Server	115,000	25,300.00	Computer	
Siebel Marketing Resource Manager	230	50.60	Application User	
Siebel CRM Marketing Server				
Siebel Marketing Server - up to 500,000 records	172,500	37,950.00	Computer	
Siebel Marketing Server - up to 1,000,000 records	230,000	50,600.00	Computer	
Siebel Marketing Server - up to 3,000,000 records	316,500	69,630.00	Computer	
Siebel Marketing Server - up to 5,000,000 records	402,500	88,550.00	Computer	
Siebel Marketing Server - up to 10,000,000 records	490,000	107,800.00	Computer	
Siebel Marketing Server - unlimited records	575,000	126,500.00	Computer	
Siebel CRM Loyalty				
Siebel Loyalty Engine Standard Edition	46,000	10,120.00	100K Member Records	5
Siebel Loyalty Engine Multi-Partner Edition	105,000	23,100.00	100K Member Records	5
Siebel Loyalty Manager	1,150	253.00	Application User	
Siebel Loyalty Member Services Representative	575	126.50	Application User	
Siebel CRM Warranty				
Siebel Warranty Claims	1,500	330.00	Application User	10
Siebel Warranty Validation Server	100,000	22,000.00	Computer	2
Siebel Warranty Processing	3,000	660.00	1,000 Claims	
Siebel Warranty Management Administrator	25,000	5,500.00	Application User	2

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Not Requiring a Base - General				
Siebel Content Publishing	120	26.40	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel HelpDesk	1,150	253.00	Application User	
Siebel CRM Not Requiring Base - Marketing and Loyalty				
Siebel Loyalty Service Agent Console	2,700	594.00	Application User	
Siebel Segment Manager Stand Alone	2,900	638.00	Application User	
Siebel CRM Not Requiring Base - Customer Order Management				
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Order Validation Engine	0.2300	0.0506	Electronic Order Line	
Siebel CRM Not Requiring Base - HelpDesk				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel HelpDesk Online	60	13.20	Application User	

Siebel CRM Applications Pricing
Siebel CRM - Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Customer Portal				
Siebel eCustomer	172,500	37,950.00	Processor	
Siebel eSales	115,000	25,300.00	Processor	
Siebel eService	57,500	12,650.00	Processor	
Siebel Web Marketing	34,500	7,590.00	Processor	
Siebel Loyalty Customer Portal	11,500	2,530.00	Processor	
Siebel CRM Customer Portal Modules				
Siebel Advisor for Customers	46,000	10,120.00	Processor	
Siebel Configurator Runtime for Customers	57,500	12,650.00	Processor	
Siebel Content Publishing for Customers	5,800	1,276.00	Processor	
Siebel Dynamic Pricer for Customers	46,000	10,120.00	Processor	
Siebel Events	30,000	6,600.00	Processor	
Siebel SmartScript for Customers	11,500	2,530.00	Processor	
Siebel CRM Customer Modules not Requiring a Customer Portal				
Siebel Advisor Stand Alone	57,500	12,650.00	Processor	

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

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Partner Portal				
Siebel Partner Portal	500	110.00	Registered User	
Siebel Loyalty Partner Portal	230	50.60	Registered User	
Siebel CRM Partner Portal Modules				
Siebel Advanced Market Development Funds for Partners	350	77.00	Registered User	
Siebel Advisor for Partners	150	33.00	Registered User	
Siebel Anywhere for Partners	200	44.00	Registered User	
Siebel Basic Pricer for Partners	120	26.40	Registered User	
Siebel Campaign Management for Partners	700	154.00	Registered User	
Siebel Campaigns for Partners	120	26.40	Registered User	
Siebel Configurator Runtime for Partners	575	126.50	Registered User	
Siebel Content Publishing for Partners	60	13.20	Registered User	
Siebel Customer Order Management Administrator for Partners	1,150	253.00	Registered User	
Siebel Dynamic Pricer for Partners	350	77.00	Registered User	
Siebel Field Service for Partners	350	77.00	Registered User	
Siebel Forecasting for Partners	120	26.40	Registered User	
Siebel Logistics Manager for Partners	120	26.40	Registered User	
Siebel Marketing Resource Manager for Partners	120	26.40	Registered User	
Siebel Partner Commerce	400	88.00	Registered User	
Siebel Proposals and Presentations for Partners	175	38.50	Registered User	
Siebel Remote Client for Partners	120	26.40	Registered User	
Siebel SmartScript for Partners	120	26.40	Registered User	
Siebel Warranty for Partners	300	66.00	Registered User	

Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

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 Siebel CRM objects as well as Siebel 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

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

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

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy General				
Siebel CME Contracts	700	154.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	750	165.00	Application User	
Siebel Bulk Orders Administration Server	115,000	25,300.00	Customer	
Siebel CME Quote and Order Capture	1,500	330.00	Application User	
Siebel Multisite Ordering	595	130.90	100 Sites	300
Siebel Promotion Groups	750	165.00	Application User	
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Field Service Assets	175	38.50	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server - Up to 20 Users	115,000	25,300.00	Computer	
Siebel Communications, Media and Energy Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	
Siebel Price Comparison	2,500	550.00	Application User	

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Customer Portal				
Siebel CME eCustomer	175,000	38,500.00	Processor	
Siebel CME eSales	115,000	25,300.00	Processor	
Siebel CME eService	57,500	12,650.00	Processor	
Siebel CME Web Marketing	34,500	7,590.00	Processor	
Siebel Communications, Media and Energy Customer Portal Modules				
Siebel Price Comparison for Customers	57,500	12,650.00	Processor	
Siebel CME Quote and Order Capture for Customers	40,000	8,800.00	Processor	

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

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

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

Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services General				
Siebel Customer Relationship Console - HTML	850	187.00	Application User	
Siebel Finance Events Manager	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Financial Services Proposals and Presentations	400	88.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Financial Services Customer Order Management				
Siebel Financial Services Customer Order Management for Banking	1,500	330.00	Application User	
Siebel Financial Services Quote and Order Capture	1,150	253.00	Application User	
Siebel Financial Services Quotes	460	101.20	Application User	
Siebel Financial Services Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Needs Analysis/Applications - Non credit	200	44.00	Application User	
Siebel Financial Services Finance Line of Business				
Siebel Collections	575	126.50	Application User	
Siebel Commercial Banking Loan Approval	300	66.00	Application User	
Siebel Corporate and Commercial Banking	200	44.00	Application User	
Siebel Credit Origination	260	57.20	Application User	
Siebel Institutional Sales and Research	300	66.00	Application User	
Siebel Investment Banking	200	44.00	Application User	
Siebel Investment Management	300	66.00	Application User	
Siebel Retirement/Pension Management	300	66.00	Application User	
Siebel Small Business Banking	200	44.00	Application User	
Siebel Wealth Management	300	66.00	Application User	
Siebel Financial Services Healthcare				
Siebel Group Coverage	300	66.00	Application User	
Siebel Healthcare Providers and Facilities	200	44.00	Application User	
Siebel Individual Coverage	180	39.60	Application User	
Siebel Financial Services Insurance				
Siebel Group Pensions	300	66.00	Application User	
Siebel Group Policies	300	66.00	Application User	
Siebel Individual Life and Annuities	175	38.50	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Personal Lines Policies	300	66.00	Application User	
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	575	126.50	Application User	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

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

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

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

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Managed Care	1,150	253.00	Application User	
Siebel Managed Care Profile	300	66.00	Application User	
Siebel Medical Education	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Opportunities and Contracts	300	66.00	Application User	
Siebel Pharma Campaigns	575	126.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Samples	300	66.00	Application User	
Siebel Life Sciences Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 Users	115,000	25,300.00	Computer	
Siebel Life Sciences Service				
Siebel Collections	575	126.50	Application User	
Siebel Life Sciences Medical Service				
Siebel Medical Field Service	575	126.50	Application User	
Siebel Life Sciences Pharma Marketing Server				
Siebel Pharma Marketing Server-First Brand	1.15	0.2530	Customer Record	
Siebel Pharma Marketing Server-Additional Brand	1.15	0.2530	Customer Record	
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	345,000	75,900.00	Processor	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

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

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Partner Portal Modules				
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	
Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Manufacturing Automotive				
Siebel Financial Accounts	200	44.00	Application User	
Siebel Lease End-of-Term Processing	200	44.00	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Remarketing	575	126.50	Application User	
Siebel Title Management	120	26.40	Application User	
Siebel Vehicle Contracts	200	44.00	Application User	
Siebel Manufacturing Oil, Gas and Chemicals				
Siebel OGC Contracts	700	154.00	Application User	
Siebel OGC Quote and Order Capture	1,150	253.00	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Manufacturing Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 User	115,000	25,300.00	Computer	
Siebel Manufacturing Automotive Sales				
Siebel Credit Origination	260	57.20	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Manufacturing Automotive Service				
Siebel Collections	575	126.50	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

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

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Partner Portal				
Siebel Dealer Portal	500	110.00	Registered User	
Siebel OGC Partner Portal	500	110.00	Registered User	
Siebel Manufacturing Partner Portal Modules				
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
Siebel Manufacturing Dealer Portal Modules	*(Each user of Dealer Portal Options requires a user of Dealer Portal)*			
Siebel Credit Origination for Partners	260	57.20	Registered User	
Siebel Dealer Advanced Marketing	500	110.00	Registered User	
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Financial Accounts for Partners	175	38.50	Registered User	
Siebel Remarketing for Partners	575	126.50	Registered User	
Siebel Showroom for Dealers	575	126.50	Registered User	
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules	*(Each user requires a user of OGC Partner Portal)*			
Siebel OGC Partner Commerce	400	88.00	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Distribution Consumer Goods General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Consumer Goods Customer Order Management Administration Server	138,000	30,360.00	Customer	
Siebel Deductions	200	44.00	Application User	
Siebel Consumer Goods Dynamic Catalog	400	88.00	Application User	
Siebel Inventory and Order Management	1,150	253.00	Application User	
Siebel Consumer Goods Quote and Order Capture	870	191.40	Application User	
Siebel Sales Volume Planning	300	66.00	Application User	
Siebel Trade Promotions	350	77.00	Application User	
Demantra Predictive Trade Planning	1,800	396.00	$Million COGS	150
option: Demantra Trade Promotion Optimization	870	191.40	$Million COGS	150
Siebel Distribution Hospitality Sales				
Siebel Group Inventory and Execution	4,200	924.00	Application User	
Siebel Distribution Not Requiring a Base - General				
Siebel Group Sales and Event Management	200	44.00	Guest Room	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules				
Siebel Deductions for Partners	175	38.50	Registered User	
Siebel Sales Volume Planning for Partners	120	26.40	Registered User	
Siebel Trade Promotions for Partners	300	66.00	Registered User	

Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector General				
Siebel Network Order Entry	460	101.20	Application User	

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications
The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Customer Portal				
Siebel Public Sector eService	80,000	17,600.00	Processor	

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

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

Complementary Applications to Siebel CRM

Siebel CRM Applications Pricing
Oracle E-Billing Applications

Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.

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

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
RTD				
Siebel Next Best Action	92,000	20,240.00	Processor	

Siebel CRM Applications Pricing
Oracle Policy Automation Applications

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Policy Automation Authoring				
Oracle Policy Modeling	100,000	22,000.00	Application User	
Policy Automation Deployment				
Oracle Policy Automation	200,000	44,000.00	Processor	
Oracle Policy Automation	1,000	220.00	Application User	500
Oracle Policy Automation for Mobile Devices	1,000	220.00	Application User	500
Oracle Policy Automation for Oracle CRM On Demand	500	110.00	Application User	50
Policy Automation General				
Oracle Policy Automation Connector for Siebel	80,000	17,600.00	Processor	
Oracle Policy Automation Connector for Siebel	400	88.00	Application User	500
Oracle Policy Automation Connector for Oracle CRM On Demand	50,000	11,000.00	Connected Instance	
Policy Automation In-Memory Applications				
Oracle In-Memory Policy Analytics	30,000	6,600.00	Application User	10

Siebel CRM Applications Pricing
Oracle ATG and Endeca Offerings

	License Price	Software Update License & Support	Licensing Metric	Minimum
ATG Commerce				
ATG Web Commerce	500,000	110,000.00	250,000 Requests per Day	
WebCenter Sites for Oracle ATG Web Commerce	40,000	8,800.00	250,000 Requests per Day	
ATG Web Commerce Merchandising	50,000	11,000.00	Application User	2
ATG Web Commerce Service Center	2,500	550.00	Application User	20
ATG Web Commerce Search	160,000	35,200.00	Processor	
ATG Developer and Administrator				
ATG Web Commerce Developer and Administrator	5,000	1,100.00	Application User	
ATG Knowledge Manager				
ATG Web Knowledge Manager	10,000	2,200.00	Application User	20
ATG Web Knowledge Manager Self-Service	200,000	44,000.00	Processor	
Endeca Search				
Endeca Guided Search	150,000	33,000.00	500,000 Queries per Day	
Endeca Experience Manager	100,000	22,000.00	250,000 Requests per Day	
Endeca Search Add-Ons				
Endeca Relationship Discovery	45,000	9,900.00	Processor	
Endeca Text Enrichment	15,000	3,300.00	Processor	
Endeca Text Enrichment with Sentiment Analysis	45,000	9,900.00	Processor	
Endeca Developer and Administrator				
Endeca Developer	5,000	1,100.00	Application User	

Siebel CRM Applications Pricing
Oracle Knowledge Applications

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontology's (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontology's and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners/distributors, and knowledge intranets for employees (whose primary function is NOT to support human-assisted contact center channels).
- When quoting Knowledge for Web Self-Service only count processors used by the out-of-the-box Web Self-Service UI (Information Center), or processors handling service requests from custom UIs using the web service API layer (Information Manager Web Services).
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows. Contact Center employees may access Oracle Knowledge for Web Self-Service, but they must first have an Oracle Knowledge for Contact Center license.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Knowledge Enterprise Edition				
Oracle Knowledge for Contact Center Enterprise Edition	2,000	440	Application User	
Oracle Knowledge for Web Self Service Enterprise Edition	300,000	66,000	Processor	
Knowledge Standard Edition				
Oracle Knowledge for Contact Center Standard Edition	1,250	275	Application User	
Oracle Knowledge for Web Self Service Standard Edition	150,000	33,000	Processor	
Knowledge Analytics				
Oracle Knowledge Analytics	5,800	1,276	Application User	5

Siebel CRM Applications Pricing
Oracle ATG Click-to-Call

Click-to-Call Cloud Service	Monthly Subscription Price	Subscription Licensing Metric	Notes	Part Number
Click-to-Call Interactions Cloud Service	See Click-to-Call Rate Card	1,000 Interactions	35,36,38,40	B85961
Click-to-Call Standard Telco Cloud Service	Click here for Telco Rate Schedule	Minute	36	B85962

Oracle Click-to-Call Cloud Service Rate Card

Oracle Click-to-Call Cloud Service, is priced per thousand Interactions (CPM) sent annually. The quoted quantity may be any number within the "Quantity for Quote" banding. In table below, the price bands are converted to the quantity used for quoting by dividing annual volume of Interactions by 1,000. To ensure pricing is correct: 1) match the customers' required annual Interactions volume with the appropriate price band; 2) divide the actual annual Interactions volume by 1,000 and look across to the "Quantity for Quote" columns, making sure the quantity entered into the quote is within this price band; and 3) use the CPM rate associated with this price band.

For example, *a customer requires an annual volume of 300,000 Interaction Credits. Note that it resides in price band 4. Now divide 300,000 by 1,000 to arrive at the quote quantity of 300.*
Look across the row and notice that it is indeed located within the band, then multiply 300 by the CPM rate of 37.00 (Dollar) for a monthly cost of 11,100 (Dollar).
For Annual pricing, multiply the Quote Quantity by 12 then multiply by the CPM rate. In the example above that is 300*12*37.00 (Dollar) = 133,200.00 (Dollar).
Volumes can be any quantity as it will be multiplied by the appropriate CPM price.
Note that CPM = Cost per Mille (thousand) and has no relationship with time; Minimum volume for Oracle Click-to-Call Cloud Service is 10,000 annual Interactions.

Annual Message Volume			Quantity for Quote			Click-to-Call Interactions CPM
Band Begin	**to**	**Band End**	**Band Begin**	**to**	**Band End**	
10,000	-	49,999	10	-	49	50
50,000	-	99,999	50	-	99	46
100,000	-	249,999	100	-	249	42
250,000	-	499,999	250	-	499	37
500,000	-	749,999	500	-	749	33
750,000	-	1,499,999	750	-	1,499	29
1,500,000	+		1,500	+		25

Siebel CRM Applications Pricing
Oracle User Productivity Kit (UPK) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
UPK				
Oracle User Productivity Kit Standard (UPK)	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Standard (UPK)	90	19.80	Application User	50
Oracle User Productivity Kit Standard (UPK)	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Customer Hub for B2B				
Oracle Customer Hub B2B	9	1.98	Record	50,000
Oracle 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 UCM)*			
option: Oracle Activity Hub B2B	3.20	0.7040	Record	50,000
option: Oracle Field Service Hub B2B	3.20	0.7040	Record	50,000
option: Oracle Marketing Hub B2B	3.20	0.7040	Record	50,000
option: Oracle Sales Hub B2B	3.20	0.7040	Record	50,000
option: Oracle Service Hub B2B	3.20	0.7040	Record	50,000
Master Data Management - Customer Hub for B2C				
Oracle Customer Hub B2C	0.4600	0.1012	Record	1,000,000
Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0506	Record	1,000,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2C	0.1600	0.0352	Record	1,000,000
option: Oracle Field Service Hub B2C	0.1600	0.0352	Record	1,000,000
option: Oracle Marketing Hub B2C	0.1600	0.0352	Record	1,000,000
option: Oracle Privacy Management Policy Hub B2C	0.3200	0.0704	Record	1,000,000
option: Oracle Sales Hub B2C	0.1600	0.0352	Record	1,000,000
option: Oracle Service Hub B2C	0.1600	0.0352	Record	1,000,000
Master Data Management - Vertical Customer Hub	*(Vertical MDM options are available only with Siebel UCM)*			
Oracle Automotive Captive Finance Customer Hub	1.60	0.3520	Record	1,000,000
Oracle Case Hub	0.3700	0.0814	Record	1,000,000
Oracle Higher Education Constituent Hub	1.30	0.2860	Record	300,000
Oracle Life Sciences Customer Hub	2.90	0.6380	Record	100,000
Master Data Management - Product Information Management (PIM)				
Oracle Product Hub	14	3.08	Record	20,000
Oracle Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Administrative & Development				
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	20

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Enterprise Data Quality				
Oracle Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Oracle Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Oracle Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Oracle Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Oracle Watchlist Screening	200,000	44,000.00	Processor	4

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DEFINITIONS
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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.

$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.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

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

$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.

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.

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

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.

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.

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: Enterprise 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 Enterprise 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 who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

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.

1,000 Interactions: is defined as one thousand interactions where one interactions is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

  A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

  A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

  An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

  If at any time the amount of 1K Interactions exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interactions is equal to or less than the number of licensed quantity.

$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.

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

Named User Plus / Named 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. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. 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 Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the 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 Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne 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.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be 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.

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.

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. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program 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, Standard Edition 2, or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One, Standard Edition 2, 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). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition, Standard Edition 2, and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be 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 Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the 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 Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

 For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. 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 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 Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer 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.

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 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.

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.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

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

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. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

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 product documentation

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.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

Wireless handset is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

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 Oracle MetaLink. 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 Dollar for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 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

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.