



Oracle Business Intelligence Applications Global Price List

January 1, 2026

Oracle Enterprise Performance Management Applications

	License Price	Software Update License & Support	License Metric	Metric Minimum
Oracle Enterprise Performance Management Suites				
Oracle Hyperion Financial Close Suite				
Oracle Hyperion Financial Close Suite	14,995.00	3,298.90	Application User	50
Oracle Hyperion Financial Close Suite Options				
Data Relationship Management for Oracle Hyperion Financial Close Suite	5,000.00	1,100.00	Application User	50
Oracle Data Relationship Steward	5,800.00	1,276.00	Application User	-
Oracle Hyperion Enterprise Financial Planning Suite				
Oracle Hyperion Enterprise Financial Planning Suite	9,995.00	2,198.00	Application User	50
Oracle Hyperion Enterprise Financial Planning Suite Options				
Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite	5,000.00	1,100.00	Application User	50
Oracle Data Relationship Steward	5,800.00	1,276.00	Application User	-
Oracle Data Relationship Management				
Oracle Data Relationship Management Suite				
Oracle Data Relationship Management Suite	32.00	7.04	Record	20,000
Oracle Data Relationship Management				
Oracle Data Relationship Management	16.00	3.52	Record	20,000
Oracle Data Relationship Management Options				
Oracle Data Relationship Management Read Only Access	4.00	0.8800	Record	20,000
Oracle Data Relationship Steward	5,800.00	1,276.00	Application User	-
Oracle Data Relationship Governance	5,000.00	1,100.00	Application User	50
Oracle Enterprise Performance Management Standalone Products				
Oracle Hyperion Financial Management Plus	5,200.00	1,144.00	Application User	25
Oracle Hyperion Financial Close Management	5,000.00	1,100.00	Application User	50
Oracle Essbase Analytics Link for Hyperion Financial Management	1,600.00	352.00	Application User	25
Oracle Financial Management Analytics	1,000.00	220.00	Application User	25
Oracle Hyperion Tax Provision	9,900.00	2,178.00	Application User	25
Oracle Hyperion Tax Governance	4,500.00	990.00	Application User	25
Oracle Hyperion Planning Plus	3,500.00	770.00	Application User	25
Oracle Hyperion Public Sector Planning and Budgeting	2,000.00	440.00	Application User	25
Oracle Hyperion Project Financial Planning	2,000.00	440.00	Application User	25
Oracle Hyperion Workforce Planning	900.00	198.00	Application User	25
Oracle Hyperion Capital Asset Planning	900.00	198.00	Application User	25
Oracle Hyperion Profitability and Cost Management	See Oracle BI Applications Enterprise Pricing			
Oracle Hyperion Strategic Finance	24,500.00	5,390.00	Application User	5
Oracle Hyperion Strategic Finance for Banking	8,100.00	1,782.00	Application User	10
Oracle Hyperion Enterprise	2,900.00	638.00	Application User	25
Oracle Hyperion Financial Data Quality Management				
Oracle Hyperion Financial Data Quality Management, Enterprise Edition				
Oracle Hyperion Financial Data Quality Management, Enterprise Edition	2,900.00	638.00	Application User	25
Oracle Hyperion Financial Data Quality Management, Enterprise Edition Options				
Oracle Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management				
Oracle Hyperion Financial Data Quality Management	2,900.00	638.00	Application User	25
Oracle Hyperion Financial Data Quality Management Options				
Oracle Hyperion Financial Data Quality Management Adapter for Financial Management	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management Adapter Suite	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management ERP Source Adapter for SAP	600.00	132.00	Application User	25
Oracle Hyperion Financial Data Quality Management for Hyperion Enterprise				
Oracle Hyperion Financial Data Quality Management for Hyperion Enterprise Edition	2,300.00	506.00	Application User	25
Oracle Hyperion Financial Data Quality Management for Hyperion Enterprise Option				
Oracle Hyperion Financial Data Quality Management Adapter Suite	600.00	132.00	Application User	25

Oracle User Productivity Kit

	License Price	Software Update License & Support	License Metric	Metric Minimum
Oracle User Productivity Kit				
User Productivity Kit Standard	17,500.00	3,850.00	UPK Developer	1
User Productivity Kit Standard	90.00	19.80	Application User	50
User Productivity Kit Standard	45.00	9.90	Employee	500
User Productivity Kit Professional	17,500.00	3,850.00	UPK Developer	1
User Productivity Kit Professional	100.00	22.00	Application User	50
User Productivity Kit Professional	50.00	11.00	Employee	500
User Productivity Kit Content Materials for Enterprise Performance Management Applications				
User Productivity Kit for Hyperion Financial Management Plus				
(up to 4K employees and up to \$1 billion in revenue)	35,000.00	7,700.00	UPK Module	not applicable
(over 4K employees and/or over \$1 billion in revenue)	70,000.00	15,400.00	UPK Module	not applicable

All Oracle Business Intelligence Technology products are listed only on the Oracle Technology Global Price List.
The products in the vertical content sections are intended for use only with Siebel CRM applications.

Application-Specific Full-Use (ASFU) pricing and licensing is not available for Oracle Business Intelligence Application products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

Prices in US Dollar

Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

	License Price	Software Update License & Support	License Metric	Metric Minimum
Oracle Business Intelligence Applications, Fusion Edition - CRM Analytics				
Oracle Sales Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Service Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Contact Center Telephony Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Marketing Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Price Analytics	5,800.00	1,276.00	Application User	20
Oracle Partner Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Loyalty Analytics	20,000.00	4,400.00	100K Member Records	5
Oracle Customer Data Management Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Business Intelligence Applications, Fusion Edition - ERP Analytics				
Oracle Supply Chain and Order Management Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Financial Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Procurement & Spend Analytics, Fusion Edition	5,800.00	1,276.00	Application User	20
Oracle Spend Classification	40,000.00	8,800.00	Application User	5
Oracle Project Analytics	5,800.00	1,276.00	Application User	20
Oracle Human Resource Analytics, Fusion Edition	5,800.00	1,276.00	Application User	100
Oracle Product Information Management Analytics, Fusion Edition	5,800.00	1,276.00	Application User	10
Oracle Manufacturing Analytics	5,800.00	1,276.00	Application User	20
Oracle Enterprise Asset Management Analytics	5,800.00	1,276.00	Application User	20
Oracle Student Information Analytics	5,800.00	1,276.00	Application User	20
Oracle Business Intelligence Applications, Fusion Edition - Telecom Analytics				
Oracle Telecom Sales Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Telecom Service Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Telecom Marketing Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Business Intelligence Applications, Fusion Edition - Financial Services Analytics				
Oracle Finance Sales Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Finance Service Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Finance Marketing Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Finance Retail Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Finance Institutional Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Business Intelligence Applications, Fusion Edition - Insurance Analytics				
Oracle Insurance Sales Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Insurance Service Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Insurance Marketing Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Insurance Partner Manager Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Business Intelligence Applications, Fusion Edition - Life Sciences Analytics				
Oracle Pharma Sales Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Pharma Marketing Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Business Intelligence Applications, Fusion Edition - Consumer Goods Analytics				
Oracle Consumer Goods Trade Funds Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25
Oracle Business Intelligence Applications, Fusion Edition - Public Sector Analytics				
Oracle Case Management Analytics, Fusion Edition	5,800.00	1,276.00	Application User	25

Oracle Real-Time Decisions Base Application

	License Price	Software Update License & Support	License Metric	Metric Minimum
Oracle Real-Time Decisions Base Application	57,500.00	12,650.00	Processor	-

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Applications product family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information. All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

Oracle Business Intelligence Applications - Standalone

	License Price	Software Update License & Support	License Metric	Metric Minimum
Oracle Business Intelligence Applications - Standalone	250.00	55.00	Compensated Individual	10

Incentive Compensation Analytics for Oracle Data Integrator

Metric and Metric 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.

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.

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

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.

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 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Subscription, Java SE Universal Subscription, Java SE Advanced, and Java SE Suite), 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 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: Oracle Healthcare Data Repository, 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 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 Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack, all database servers where masked data or data subsets originates must be counted for the purpose of determining the number of licenses required. Database servers to which masked data or data subsets are copied do not need to be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, 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 Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed 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 and Oracle GoldenGate for Oracle Applications, 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 Programs: Oracle GoldenGate for Mainframe and 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: 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 Programs: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purpose of the following programs: Oracle GoldenGate for Big Data and Oracle GoldenGate for Big Data Targets, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which You capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which You capture data, every 25 queues/topics are counted as a Processor. In the instance of multiple source databases, NoSQL repositories, or messaging systems, all processors for all sources must be counted.

For the purposes of the following Program: Oracle GoldenGate for Distributed Applications and Analytics, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which You capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which You capture data, every 25 queues/topics are counted as a Processor. For any use of Oracle Transaction Manager for Microservices Enterprise Edition Program, every 5 participating application services are counted as a Processor. In the instance of multiple participating application services, source databases, NoSQL repositories, or messaging systems, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited 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.

Metric and Metric Definitions (continued)

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

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

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

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. 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 the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, 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.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A 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 Program.

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

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

For a complete list of software products offered by Oracle Corporation, please visit the Oracle Software Delivery Cloud:
<https://edelivery.oracle.com/osdc/faces/Home.jspx>

Oracle Support Services

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

Software Update License & Support

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

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. 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 (\$2,300 (U.S. Dollar) for 10 incidents on one server):
- Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (\$1,150 U.S. 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.