



Oracle Global Price List
Siebel CRM Enterprise Pricing
September 1, 2016
USD

Siebel CRM, Enterprise Pricing

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For reference purposes only, subject to change
Date Time of Last Update 8/4/2017 @ 0800

Siebel Pricing and Quoting Notes

Siebel Applications ship with two technology options that customers select via eDelivery. The standard option is Siebel Business Applications. This is based on the second media package, SEA, is offered for existing customers of the SEA repository of versions prior to 8.1.1. Starting with release 8.1.1.9 all existing SEA (aka HOP) customers MUST move existing deployments to the SIA repository. Please note that these customers will require a new set of SIA specific license keys. **Note: the SIA repository = SEA + Industries so it is a superset.**

- This Siebel Price List should always be used in combination with the Siebel Global Price List Supplement. Consult the Siebel Global Price List Supplement for details on
- Some products on this price list are footnoted with Controlled Availability (CA) status, meaning they require special approval prior to quoting. For information on the
- For each Employee user, Siebel modules must be licensed at the same level or less than the Siebel base application. For Example, if the customer licensed 100 Siebel CRM
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.
- **Third-Party Products**

Oracle products that contain third-party products of some form are indicated as such on the price list and Supplement with an 'X' in the '3rd Party' column on each price list
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Royalty Bearing Product List Instructions

Check the specific royalty exposure on each product showing the 'X' as provided through the License Royalty Team spreadsheet.

[Click here, then on the resulting page, under General Information, click on Royalty Bearing Product List.](#)

- For Oracle partners, please contact your Oracle PRN Representative for additional information on third-party royalty restrictions.

Products found to have royalty exposure restrictions must not be discounted below the royalty cost listed in the spreadsheet. There are two tabs on the Royalty Bearing The [Royalty Bearing Products](#) tab is the main tab and lists all products that have specific royalties assigned to them. If you find the desired product in the Product Description

If a percentage is listed in the License Royalty column (e.g.4%), this means the royalty is calculated based on the Net License Fees (NLF) and there is no deal specific minimum

If a specific dollar amount is listed in the License Royalty column (e.g. \$20 per unit), then the product may not be discounted below this value under any circumstances. Please make

There are other types of royalty structures so be sure to read carefully. Some of the entries can be a bit confusing so If there is any question as to deal impact or just to get

The [Reporting Only](#) tab lists those products where royalties are not paid based on individual deals so there is no individual deal impact. Oracle needs only to track sales of

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Note: not every product is available with the Enterprise pricing model. If it is not listed, then quote it using Component pricing.

Siebel CRM, Enterprise Pricing

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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

For Existing Customers running Siebel v8.0 or earlier

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository.

Siebel CRM Base requires a CX Cloud First Solution Assessment prior to quoting to a customer. The CX Cloud Assessment form is located on eSource with the Siebel price lists at:

<http://esource.oraclecorp.com> > Home > Price Lists & Supplements > Siebel Applications > CX Cloud First Solution Assessment for Siebel

If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Base Applications						
Siebel CRM Base		1275	281.00	Ent \$M in Revenue	57	100
Siebel Communications, Media and Energy CRM Base Option		260	57.00	Ent \$M in Revenue		100
Siebel Financial Services CRM Base Option		260	57.00	Ent \$M in Revenue		100

Siebel Life Sciences CRM Base Option	260	57.00	Ent \$M in Revenue	100
Siebel Manufacturing CRM Base Option	260	57.00	Ent \$M in Revenue	100
Siebel Distribution CRM Base Option	260	57.00	Ent \$M in Revenue	100
Siebel Public Sector CRM Base Option	260	57.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

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**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

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel CRM General						
Siebel Advanced Market Development Funds		260	57.00	Ent \$M in Revenue		100
Siebel Anywhere		105	23.00	Ent \$M in Revenue	56	100
Siebel Server Sync - Microsoft Exchange Server		60	13.00	Ent \$M in Revenue	2, 56	100
Siebel Content Publishing		60	13.00	Ent \$M in Revenue		100
Siebel Contracts		345	76.00	Ent \$M in Revenue		100
Siebel CRM Desktop	x	145	32.00	Ent \$M in Revenue		100
Siebel CTI		105	23.00	Ent \$M in Revenue		100
Siebel Customer Content		175	39.00	Ent \$M in Revenue		100
Siebel Data Quality		60	13.00	Ent \$M in Revenue		100
Siebel Employee Self-Service		60	13.00	Ent \$M in Revenue		100
Siebel Events Manager		175	39.00	Ent \$M in Revenue		100
Siebel Forecasting		145	32.00	Ent \$M in Revenue		100
Siebel HelpDesk Online		30	7.00	Ent \$M in Revenue		100
Siebel Lead Management		115	25.00	Ent \$M in Revenue		100
Siebel Mobile		290	64.00	Ent \$M in Revenue	3	100
Siebel Partner Manager		260	57.00	Ent \$M in Revenue		100
Siebel Remote Client		145	32.00	Ent \$M in Revenue	56	100
Siebel Smart Answer Connector		105	23.00	Ent \$M in Revenue		100
Siebel SmartScript		145	32.00	Ent \$M in Revenue		100
Siebel Territory Management		290	64.00	Ent \$M in Revenue		100
Siebel Time and Expense Reporting		60	13.00	Ent \$M in Revenue		100
Siebel Connector for Satmetrix Exchange		30	7.00	Ent \$M in Revenue		100
Siebel CRM Customer Order Management						
Siebel Advisor		805	177.00	Ent \$M in Revenue		100
Siebel Configurator Runtime		1,090	240.00	Ent \$M in Revenue	5	100
Siebel Customer Order Management Administration Server		460	101.00	Ent \$M in Revenue		100
Siebel Customer Order Management Administrator		2,870	631.00	Ent \$M in Revenue		100
Siebel Dynamic Catalog		490	108.00	Ent \$M in Revenue		100
Siebel Dynamic Pricer		690	152.00	Ent \$M in Revenue		100
Siebel Quote and Order Capture		575	127.00	Ent \$M in Revenue		100
Siebel Quotes		230	51.00	Ent \$M in Revenue		100

Siebel CRM, Enterprise Pricing

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3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel CRM Sales					
Oracle Business Approvals Connector for Sales Managers	250	55.00	Ent \$M in Revenue		100
Siebel Enterprise Selling Process (ESP)	105	23.00	Ent \$M in Revenue		100
Siebel Portfolio Management Process (PMP)	105	23.00	Ent \$M in Revenue		100
Siebel Proposals and Presentations	205	45.00	Ent \$M in Revenue		100
Siebel Target Account Selling (TAS)	105	23.00	Ent \$M in Revenue		100
Siebel CRM Service					
Siebel Asset Management	175	39.00	Ent \$M in Revenue		100
Siebel Change Management	115	25.00	Ent \$M in Revenue		100
Siebel Email Response	405	89.00	Ent \$M in Revenue		100
Siebel Field Service	290	64.00	Ent \$M in Revenue		100
Siebel HelpDesk Option	260	57.00	Ent \$M in Revenue	12	100
Siebel Quality Management	145	32.00	Ent \$M in Revenue		100
Siebel CRM Field Service					
Siebel Barcode	60	13.00	Ent \$M in Revenue		100
Siebel Logistics Manager	145	32.00	Ent \$M in Revenue		100
Siebel Preventive Maintenance	105	23.00	Ent \$M in Revenue		100
Siebel Repair	105	23.00	Ent \$M in Revenue		100
Oracle Real-Time Scheduler	4,000	880.00	Ent \$M in Revenue		100
Siebel CRM Marketing Automation					
Siebel Campaign Management	1,235	272.00	Ent \$M in Revenue	7	100
Siebel Email Marketing Server	575	127.00	Ent \$M in Revenue		100
Siebel Marketing Resource Manager	115	25.00	Ent \$M in Revenue		100
Siebel CRM Loyalty					
Siebel Loyalty Manager	575	127.00	Ent \$M in Revenue	9	100
Siebel Loyalty Member Services Representative	290	64.00	Ent \$M in Revenue	9	100
Siebel CRM Warranty					
Siebel Warranty	1,500	330.00	Ent \$M in Revenue		100
Siebel CRM Not Requiring a Base - General					
Siebel Content Publishing	60	13.00	Ent \$M in Revenue		100
Siebel Customer Content	175	39.00	Ent \$M in Revenue	11	100
Siebel HelpDesk	575	127.00	Ent \$M in Revenue	12	100
Siebel CRM Not Requiring Base - Marketing and Loyalty					
Siebel Segment Manager Stand Alone	1,435	316.00	Ent \$M in Revenue		100
Siebel CRM Not Requiring Base - Customer Order Management					
Siebel Customer Order Management Administration Server	460	101.00	Ent \$M in Revenue		100
Siebel CRM Not Requiring Base - HelpDesk					
Siebel Asset Management	175	39.00	Ent \$M in Revenue		100
Siebel Change Management	115	25.00	Ent \$M in Revenue		100
Siebel HelpDesk Online	30	7.00	Ent \$M in Revenue		100

Siebel CRM, Enterprise Pricing

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**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.

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel CRM Self-Service					
<i>Siebel Self-Service applications are on Controlled Availability and require special approval to quote. Siebel Configurator Runtime for E-Commerce and Siebel Dynamic Pricer for E-Commerce may be</i>					
Siebel E-Commerce	1,200	264.00	Ent \$M in Revenue	56	100
Siebel Configurator Runtime for E-Commerce	400	88.00	Ent \$M in Revenue	56	100
Siebel Dynamic Pricer for E-Commerce	200	44.00	Ent \$M in Revenue	56	100
Siebel CRM Customer Portal					
Siebel eCustomer	270	59.00	Ent \$M in Revenue		100
Siebel eSales	180	40.00	Ent \$M in Revenue		100
Siebel eService	90	20.00	Ent \$M in Revenue		100
Siebel Web Marketing	60	13.00	Ent \$M in Revenue		100
Siebel Loyalty Customer Portal	20	4.00	Ent \$M in Revenue	9	100
Siebel CRM Customer Portal Modules					
Siebel Advisor for Customers	80	18.00	Ent \$M in Revenue		100
Siebel Configurator Runtime for Customers	90	20.00	Ent \$M in Revenue	13	100
Siebel Content Publishing for Customers	10	2.00	Ent \$M in Revenue		100
Siebel Dynamic Pricer for Customers	80	18.00	Ent \$M in Revenue		100
Siebel Events	50	11.00	Ent \$M in Revenue		100
Siebel SmartScript for Customers	20	4.00	Ent \$M in Revenue		100
Siebel CRM Customer Modules not Requiring a Customer Portal					
Siebel Advisor Stand Alone	90	20.00	Ent \$M in Revenue		100

**Siebel CRM Applications Pricing
Siebel CRM - Partner Applications**

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel CRM Partner Portal					
Siebel Partner Portal	260	57.00	Ent \$M in Revenue		100
Siebel Loyalty Partner Portal	115	25.00	Ent \$M in Revenue	9	100
Siebel CRM Partner Portal Modules					
Siebel Advanced Market Development Funds for Partners	175	39.00	Ent \$M in Revenue		100
Siebel Advisor for Partners	75	17.00	Ent \$M in Revenue		100
Siebel Anywhere for Partners	105	23.00	Ent \$M in Revenue	56	100
Siebel Basic Pricer for Partners	60	13.00	Ent \$M in Revenue		100
Siebel Campaign Management for Partners	345	76.00	Ent \$M in Revenue		100
Siebel Campaigns for Partners	60	13.00	Ent \$M in Revenue		100
Siebel Configurator Runtime for Partners	290	64.00	Ent \$M in Revenue		100
Siebel Content Publishing for Partners	30	7.00	Ent \$M in Revenue		100
Siebel Customer Order Management Administrator for Partners	575	127.00	Ent \$M in Revenue	15	100

Siebel Dynamic Pricer for Partners	175	39.00	Ent \$M in Revenue	100
Siebel Field Service for Partners	175	39.00	Ent \$M in Revenue	100
Siebel Forecasting for Partners	60	13.00	Ent \$M in Revenue	100
Siebel Logistics Manager for Partners	60	13.00	Ent \$M in Revenue	100
Siebel Marketing Resource Manager for Partners	60	13.00	Ent \$M in Revenue	100
Siebel Partner Commerce	205	45.00	Ent \$M in Revenue	100
Siebel Proposals and Presentations for Partners	90	20.00	Ent \$M in Revenue	100
Siebel Remote Client for Partners	60	13.00	Ent \$M in Revenue	56 100
Siebel SmartScript for Partners	60	13.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

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**Siebel CRM Applications Pricing
Siebel CRM Web Channel**

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 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

	3rd Party License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel CRM Web Channel					
Siebel CRM Web Channel for Employees- up to 15 Objects	345	76.00	Ent \$M in Revenue		100
Siebel CRM Web Channel for Customers- up to 15 Objects	110	24.00	Ent \$M in Revenue		100

Siebel CRM, Enterprise Pricing

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**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

	3rd Party License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy General					

Siebel CME Contracts	345	76.00	Ent \$M in Revenue	100
Siebel Contract Terms and Conditions	230	51.00	Ent \$M in Revenue	100
Siebel Network Order Entry	230	51.00	Ent \$M in Revenue	100
Siebel Premises	90	20.00	Ent \$M in Revenue	100
Siebel Rollup	105	23.00	Ent \$M in Revenue	100
Siebel Work Orders	90	20.00	Ent \$M in Revenue	100
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	375	83.00	Ent \$M in Revenue	100
Siebel Bulk Orders Administration Server	230	51.00	Ent \$M in Revenue	100
Siebel CME Quote and Order Capture	750	165.00	Ent \$M in Revenue	16 100
Siebel Promotion Groups	375	83.00	Ent \$M in Revenue	100
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	60	13.00	Ent \$M in Revenue	100
Siebel Design Opportunity Management	145	32.00	Ent \$M in Revenue	100
Siebel Field Service Assets	90	20.00	Ent \$M in Revenue	100
Siebel Pricing Authorization Management	105	23.00	Ent \$M in Revenue	100
Siebel Pricing Claims Server - Up to 20 Users	575	127.00	Ent \$M in Revenue	100
Siebel Communications, Media and Energy Service				
Siebel Billing Management	90	20.00	Ent \$M in Revenue	100
Siebel Credit Management	90	20.00	Ent \$M in Revenue	100
Siebel Fraud Management	60	13.00	Ent \$M in Revenue	100
Siebel Price Comparison	1,235	272.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

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**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.

	3rd Party License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy Self-Service					
Siebel Communications E-Commerce	1,440	317.00	Ent \$M in Revenue	56	100
Siebel Communications, Media and Energy Customer Portal					
Siebel CME eCustomer	270	59.00	Ent \$M in Revenue		100
Siebel CME eSales	180	40.00	Ent \$M in Revenue		100
Siebel CME eService	90	20.00	Ent \$M in Revenue		100
Siebel CME Web Marketing	60	13.00	Ent \$M in Revenue		100
Siebel Communications, Media and Energy Customer Portal Modules					
Siebel Price Comparison for Customers	90	20.00	Ent \$M in Revenue		100
Siebel CME Quote and Order Capture for Customers	70	15.00	Ent \$M in Revenue		100

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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Communications, Media and Energy Partner Portal					
	Siebel CME Partner Portal	260	57.00	Ent \$M in Revenue	100
Siebel Communications, Media and Energy Partner Portal Modules					
	Siebel CME Partner Commerce	205	45.00	Ent \$M in Revenue	100
	Siebel Bulk Order Capture for Partners	75	17.00	Ent \$M in Revenue	100
	Siebel Credit Management for Partners	30	7.00	Ent \$M in Revenue	100
	Siebel Design Opportunity Management for Partners	60	13.00	Ent \$M in Revenue	100
	Siebel Fraud Management for Partners	30	7.00	Ent \$M in Revenue	100
	Siebel Pricing Authorization Management for Partners	90	20.00	Ent \$M in Revenue	100
	Siebel Promotion Groups for Partners	90	20.00	Ent \$M in Revenue	100
	Siebel CME Quote and Order Capture for Partners	205	45.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

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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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services General					
	Siebel Customer Relationship Console - HTML	430	95.00	Ent \$M in Revenue	100
	Siebel Finance Events Manager	205	45.00	Ent \$M in Revenue	100
	Siebel Financial Accounts	105	23.00	Ent \$M in Revenue	100
	Siebel Network Order Entry	230	51.00	Ent \$M in Revenue	100
	Siebel Financial Services Proposals and Presentations	205	45.00	Ent \$M in Revenue	100
	Siebel Rollup	105	23.00	Ent \$M in Revenue	100
Siebel Financial Services Customer Order Management					
	Siebel Financial Services Customer Order Management for Banking	750	165.00	Ent \$M in Revenue	100
	Siebel Financial Services Quote and Order Capture	575	127.00	Ent \$M in Revenue	100
	Siebel Financial Services Quotes	230	51.00	Ent \$M in Revenue	100
Siebel Financial Services Sales					
	Siebel Call Reports	60	13.00	Ent \$M in Revenue	100
	Siebel Needs Analysis/Applications - Non credit	105	23.00	Ent \$M in Revenue	100
Siebel Financial Services Finance Line of Business					
	Siebel Collections	290	64.00	Ent \$M in Revenue	100
	Siebel Commercial Banking Loan Approval	145	32.00	Ent \$M in Revenue	100
	Siebel Corporate and Commercial Banking	105	23.00	Ent \$M in Revenue	100
	Siebel Credit Origination	130	29.00	Ent \$M in Revenue	100
	Siebel Institutional Sales and Research	145	32.00	Ent \$M in Revenue	100
	Siebel Investment Banking	105	23.00	Ent \$M in Revenue	100
	Siebel Investment Management	145	32.00	Ent \$M in Revenue	100

Siebel Retirement/Pension Management	145	32.00	Ent \$M in Revenue	100
Siebel Small Business Banking	105	23.00	Ent \$M in Revenue	100
Siebel Wealth Management	145	32.00	Ent \$M in Revenue	100
Siebel Financial Services Healthcare				
Siebel Group Coverage	145	32.00	Ent \$M in Revenue	100
Siebel Healthcare Providers and Facilities	105	23.00	Ent \$M in Revenue	100
Siebel Individual Coverage	90	20.00	Ent \$M in Revenue	100
Siebel Financial Services Insurance				
Siebel Group Pensions	145	32.00	Ent \$M in Revenue	100
Siebel Group Policies	145	32.00	Ent \$M in Revenue	100
Siebel Individual Life and Annuities	90	20.00	Ent \$M in Revenue	100
Siebel Personal Lines Claims	115	25.00	Ent \$M in Revenue	100
Siebel Personal Lines Policies	145	32.00	Ent \$M in Revenue	100
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	290	64.00	Ent \$M in Revenue	18 100

Siebel CRM, Enterprise Pricing

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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.

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services Customer Portal						
Siebel Financial Services eCustomer		270	59.00	Ent \$M in Revenue		100
Siebel Financial Services eSales		180	40.00	Ent \$M in Revenue		100
Siebel Financial Services eService		90	20.00	Ent \$M in Revenue		100
Siebel Financial Services Web Marketing		60	13.00	Ent \$M in Revenue		100
Siebel Enrollment Portal		110	24.00	Ent \$M in Revenue		100
Siebel Financial Services Customer Portal Modules						
Siebel Finance Events		70	15.00	Ent \$M in Revenue		100

Siebel Financial Services Applications Pricing

Siebel Financial Services - Partner Applications

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Financial Services Partner Portal						
Siebel Agent Portal		260	57.00	Ent \$M in Revenue		100
Siebel Finance Partner Portal		260	57.00	Ent \$M in Revenue		100
Siebel Service Provider Portal		90	20.00	Ent \$M in Revenue		100
Siebel Financial Services Agent Portal Options						
Siebel Individual and Group Coverage for Partners		60	13.00	Ent \$M in Revenue		100
Siebel Life and Pensions for Partners		60	13.00	Ent \$M in Revenue		100
Siebel P&C Claims for Partners		60	13.00	Ent \$M in Revenue		100
Siebel P&C Policies for Partners		90	20.00	Ent \$M in Revenue		100

Siebel Financial Services Partner Portal Modules

Siebel Financial Services Proposals and Presentations for Partners	90	20.00	Ent \$M in Revenue	100
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Siebel CRM, Enterprise Pricing

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**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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences General					
	Siebel Advanced Contracts	720	158.00	Ent \$M in Revenue	100
	Siebel Contract Terms and Conditions	230	51.00	Ent \$M in Revenue	100
	Siebel Managed Care	575	127.00	Ent \$M in Revenue	100
	Siebel Managed Care Profile	145	32.00	Ent \$M in Revenue	100
	Siebel Medical Education	105	23.00	Ent \$M in Revenue	100
	Siebel Network Order Entry	230	51.00	Ent \$M in Revenue	100
	Siebel Opportunities and Contracts	145	32.00	Ent \$M in Revenue	100
	Siebel Pharma Campaigns	290	64.00	Ent \$M in Revenue	100
	Siebel Rollup	105	23.00	Ent \$M in Revenue	100
	Siebel Samples	145	32.00	Ent \$M in Revenue	100
Siebel Life Sciences Sales					
	Siebel Design Opportunity Management	145	32.00	Ent \$M in Revenue	100
	Siebel Pricing Authorization Management	105	23.00	Ent \$M in Revenue	100
	Siebel Pricing Claims Server-Up to 20 Users	575	127.00	Ent \$M in Revenue	100
Siebel Life Sciences Service					
	Siebel Collections	290	64.00	Ent \$M in Revenue	100
Siebel Life Sciences Medical Service					
	Siebel Medical Field Service	290	64.00	Ent \$M in Revenue	100
Siebel Life Sciences Pharma Marketing Server					
	Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	750	165.00	Ent \$M in Revenue	20 100

**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.

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences Customer Portal					
	Siebel Pharma eService	130	29.00	Ent \$M in Revenue	100
Siebel Life Sciences Pharma eService Modules					
	Siebel MedEd for Customers	50	11.00	Ent \$M in Revenue	100
	Siebel Samples for Customers	50	11.00	Ent \$M in Revenue	100

Siebel Life Sciences Applications Pricing

Siebel Life Sciences - Partner Applications

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Life Sciences Partner Portal Modules					
Siebel Delegated Business Rules for Partners	90	20.00	Ent \$M in Revenue		100
Siebel Design Opportunity Management for Partners	60	13.00	Ent \$M in Revenue		100
Siebel Life Sciences Field Service for Partners	175	39.00	Ent \$M in Revenue		100
Siebel Pricing Authorization Management for Partners	90	20.00	Ent \$M in Revenue		100

Siebel CRM, Enterprise Pricing

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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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing General					
Siebel Contract Terms and Conditions	230	51.00	Ent \$M in Revenue		100
Siebel Network Order Entry	230	51.00	Ent \$M in Revenue		100
Siebel Manufacturing Automotive					
Siebel Financial Accounts	105	23.00	Ent \$M in Revenue		100
Siebel Lease End-of-Term Processing	105	23.00	Ent \$M in Revenue		100
Siebel Personal Lines Claims	115	25.00	Ent \$M in Revenue		100
Siebel Remarketing	290	64.00	Ent \$M in Revenue		100
Siebel Title Management	60	13.00	Ent \$M in Revenue		100
Siebel Vehicle Contracts	105	23.00	Ent \$M in Revenue		100
Siebel Manufacturing Oil, Gas and Chemicals					
Siebel OGC Contracts	345	76.00	Ent \$M in Revenue		100
Siebel OGC Quote and Order Capture	575	127.00	Ent \$M in Revenue		100
Siebel Premises	90	20.00	Ent \$M in Revenue		100
Siebel Rollup	105	23.00	Ent \$M in Revenue		100
Siebel Work Orders	90	20.00	Ent \$M in Revenue		100
Siebel Manufacturing Sales					
Siebel Design Opportunity Management	145	32.00	Ent \$M in Revenue		100
Siebel Pricing Authorization Management	105	23.00	Ent \$M in Revenue		100
Siebel Pricing Claims Server-Up to 20 User	575	127.00	Ent \$M in Revenue		100
Siebel Manufacturing Automotive Sales					
Siebel Credit Origination	130	29.00	Ent \$M in Revenue		100
Siebel Manufacturing Oil, Gas and Chemicals Sales					
Siebel Call Reports	60	13.00	Ent \$M in Revenue		100
Siebel Manufacturing Automotive Service					
Siebel Collections	290	64.00	Ent \$M in Revenue		100

Siebel Manufacturing Oil, Gas and Chemicals Service

Siebel Billing Management	90	20.00	Ent \$M in Revenue	100
Siebel Credit Management	90	20.00	Ent \$M in Revenue	100
Siebel Fraud Management	60	13.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

#NAME?

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.

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing Customer Portal						
Siebel OGC eCustomer		270	59.00	Ent \$M in Revenue		100
Siebel OGC eSales		180	40.00	Ent \$M in Revenue		100
Siebel OGC eService		90	20.00	Ent \$M in Revenue		100
Siebel OGC Web Marketing		60	13.00	Ent \$M in Revenue		100
Siebel Manufacturing Oil, Gas and Chemicals Customer Portal						
Siebel OGC Quote and Order Capture for Customers		70	15.00	Ent \$M in Revenue		100

Siebel Manufacturing and Distribution Applications Pricing

Siebel Manufacturing - Partner Applications

	3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Manufacturing Partner Portal						
Siebel Dealer Portal		260	57.00	Ent \$M in Revenue		100
Siebel OGC Partner Portal		260	57.00	Ent \$M in Revenue		100
Siebel Manufacturing Partner Portal Modules						
Siebel Design Opportunity Management for Partners		60	13.00	Ent \$M in Revenue		100
Siebel Pricing Authorization Management for Partners		90	20.00	Ent \$M in Revenue		100
Siebel Manufacturing Dealer Portal Modules						
					<i>(Each user of Dealer Portal Options requires a user of Dealer Portal)</i>	
Siebel Credit Origination for Partners		130	29.00	Ent \$M in Revenue		100
Siebel Dealer Advanced Marketing		260	57.00	Ent \$M in Revenue		100
Siebel Delegated Business Rules for Partners		90	20.00	Ent \$M in Revenue		100
Siebel Financial Accounts for Partners		90	20.00	Ent \$M in Revenue		100
Siebel Remarketing for Partners		290	64.00	Ent \$M in Revenue		100
Siebel Showroom for Dealers		290	64.00	Ent \$M in Revenue		100
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules						
					<i>(Each user requires a user of OGC Partner Portal)</i>	
Siebel OGC Partner Commerce		205	45.00	Ent \$M in Revenue		100
Siebel Credit Management for Partners		30	7.00	Ent \$M in Revenue		100
Siebel Fraud Management for Partners		30	7.00	Ent \$M in Revenue		100
Siebel OGC Quote and Order Capture for Partners		115	25.00	Ent \$M in Revenue	23	100

Siebel CRM, Enterprise Pricing

#NAME?

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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Distribution General					
	Siebel Contract Terms and Conditions	230	51.00	Ent \$M in Revenue	100
	Siebel Network Order Entry	230	51.00	Ent \$M in Revenue	100
Siebel Distribution Consumer Goods General					
	Siebel Advanced Contracts	720	158.00	Ent \$M in Revenue	100
	Siebel Consumer Goods Customer Order management Administration Server	460	101.00	Ent \$M in Revenue	100
	Siebel Consumer Goods Quote and Order Capture	430	95.00	Ent \$M in Revenue	100
	Siebel Consumer Goods Dynamic Catalog	205	45.00	Ent \$M in Revenue	100
	Siebel Deductions	105	23.00	Ent \$M in Revenue	100
	Siebel Inventory and Order Management	575	127.00	Ent \$M in Revenue	100
	Siebel Sales Volume Planning	145	32.00	Ent \$M in Revenue	100
	Siebel Trade Promotions	175	39.00	Ent \$M in Revenue	100
	Demantra Predictive Trade Planning	1,500	330.00	Ent \$M in Revenue 22, 56	100
Siebel Distribution Hospitality Sales					
	Siebel Group Inventory and Execution	2,065	454.00	Ent \$M in Revenue 24	100

Siebel Manufacturing and Distribution Applications Pricing

Siebel Distribution - Partner Applications

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules					
	Siebel Deductions for Partners	90	20.00	Ent \$M in Revenue	100
	Siebel Sales Volume Planning for Partners	60	13.00	Ent \$M in Revenue	100
	Siebel Trade Promotions for Partners	145	32.00	Ent \$M in Revenue	100

Siebel CRM, Enterprise Pricing

#NAME?

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

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Siebel Public Sector General					
	Siebel Network Order Entry	230	51.00	Ent \$M in Revenue	100

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.

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
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Siebel Public Sector Customer Portal
Siebel Public Sector eService

130 29.00 Ent \$M in Revenue 100

**Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications**

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
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Siebel Public Sector Partner Portal
Siebel Public Sector Partner Portal

260 57.00 Ent \$M in Revenue 100

Siebel CRM, Enterprise Pricing

#NAME?

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.

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
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Oracle Self-Service E-Billing

Oracle Self-Service E-Billing Business Edition
Oracle Self-Service E-Billing Consumer Edition

5,000 1,100.00 Ent \$M in Revenue 100
5,000 1,100.00 Ent \$M in Revenue 27 100

**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,

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
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Policy Automation Authoring

Oracle Policy Modeling

2,500 550.00 Ent \$M in Revenue 500

Policy Automation Deployment

Oracle Policy Automation

3,000 660.00 Ent \$M in Revenue 500

Oracle Policy Automation for Mobile Devices

3,000 660.00 Ent \$M in Revenue 500

Policy Automation General

Oracle Policy Automation Connector for Siebel

800 176.00 Ent \$M in Revenue 500

Policy Automation In-Memory Applications

Oracle In-Memory Policy Analytics

1,000 220.00 Ent \$M in Revenue 500

Siebel CRM, Enterprise Pricing

#NAME?

Siebel CRM Applications Pricing

Oracle Master Data Management Applications

Licensing Customer Hub provides rights to use Oracle Customer Data Hub (CDH) and/or Siebel Universal Customer Master (UCM). If running both, licenses for the sum total of item records managed across
 NOTE: For Master Data Management (MDM) products, the Oracle EBS applications products include the standard, restricted use of underlying Oracle technology. The Siebel applications products do not

3rd Party	License Price	Software Update License & Support	Licensing Metric	Notes	Minimum
Master Data Management - Customer Hub for B2B					
Oracle Customer Hub B2B	850	187.00	Ent \$M in Revenue	53	100
Customer Hub & Customer Hub Add-on options					
<i>(Customer Hub options are available only with Siebel UCM)</i>					
option: Oracle Activity Hub B2B	290	64.00	Ent \$M in Revenue		100
option: Oracle Field Service Hub B2B	290	64.00	Ent \$M in Revenue		100
option: Oracle Marketing Hub B2B	290	64.00	Ent \$M in Revenue		100
option: Oracle Sales Hub B2B	290	64.00	Ent \$M in Revenue		100
option: Oracle Service Hub B2B	290	64.00	Ent \$M in Revenue		100
Master Data Management - Customer Hub for B2C					
Oracle Customer Hub B2C	850	187.00	Ent \$M in Revenue	53	100
Customer Hub & Customer Hub Add-on options					
<i>(Customer Hub options are available only with Siebel UCM)</i>					
option: Oracle Activity Hub B2C	290	64.00	Ent \$M in Revenue	54	100
option: Oracle Field Service Hub B2C	290	64.00	Ent \$M in Revenue	54	100
option: Oracle Marketing Hub B2C	290	64.00	Ent \$M in Revenue	54	100
option: Oracle Privacy Management Policy Hub B2C	290	64.00	Ent \$M in Revenue	54	100
option: Oracle Sales Hub B2C	290	64.00	Ent \$M in Revenue	54	100
option: Oracle Service Hub B2C	290	64.00	Ent \$M in Revenue	54	100
Master Data Management - Vertical Customer Hub					
<i>(Vertical MDM options are available only with Siebel UCM)</i>					
Oracle Automotive Captive Finance Customer Hub	1,500	330.00	Ent \$M in Revenue	54	100
Oracle Case Hub	1,500	330.00	Ent \$M in Revenue	54	100
Oracle Higher Education Constituent Hub	1,500	330.00	Ent \$M in Revenue	54	100
Oracle Life Sciences Customer Hub	1,500	330.00	Ent \$M in Revenue	54	100
Master Data Management - Product Information Management (PIM)					
Oracle Product Hub	1,750	385.00	Ent \$M in Revenue	53	100
Master Data Management - Administrative & Development					
Oracle Customer Hub Data Steward	25	6.00	Ent \$M in Revenue	53	100
Oracle Higher Education Constituent Hub Data Steward	25	6.00	Ent \$M in Revenue	53	100
Oracle Product Hub Data Steward	50	11.00	Ent \$M in Revenue	53	100
Master Data Management - Enterprise Data Quality					
Oracle Enterprise Data Quality Address Verification Server	200	44.00	Ent \$M in Revenue		100
Oracle Enterprise Data Quality Standardization and Match	880	194.00	Ent \$M in Revenue		100
Oracle Enterprise Data Quality Profile and Audit	480	106.00	Ent \$M in Revenue		100
Oracle Enterprise Data Quality Product Data Extension	400	88.00	Ent \$M in Revenue	56	100
Oracle Watchlist Screening	640	141.00	Ent \$M in Revenue		100
Recommended Siebel Options					
<i>The options listed below are suggested MDM options when running Siebel UCM and are listed here for reference only. Pricing for Data Quality is found in the "Siebel CRM General" section and pricing for Tools is found in the</i>					
Siebel Data Quality					
Siebel Tools					
Siebel Test Automation Interfaces					
		<i>(Component Pricing only)</i>			
		<i>(Component Pricing only)</i>			

PRICING NOTES

The list of footnotes below is the same on each Siebel price list, so some footnotes will not apply to this Enterprise price list. Existence of a particular footnote in no way implies the product is

- 1 Siebel Server Extensions for UNIX is required to operate Siebel on a supported Unix or Linux operating system. See the SR&SP for specifics on supported platforms.
- 2 Application Users of Siebel Server Sync-Microsoft Exchange Server must include anyone that accesses the MS Exchange server and benefits from the sync to Siebel whether or not they are a licensed Siebel user.
- 3 Siebel Mobile should be purchased only for customers that will access Siebel in the offline mode on mobile devices. Access to this functionality in a connected mode is granted through the Siebel CRM Base license, so there is
- 4 Access to the Siebel Configurator runtime user interface requires a user of Siebel Configurator – Runtime for each user accessing the Siebel Configurator functionality.
- 5 To utilize the constraints engine, Siebel Configurator - Runtime requires a license of the Siebel Configurator Administration Server.
- 6 To cleanse data at the time of data entry in Siebel CRM, customers must purchase Siebel Data Quality.
- 7 If the segmentation feature of Campaign Management is desired, a license for the Siebel Marketing Server is required.
- 8 The Siebel Marketing Server is licensed on the basis of the number of unique Marketing Records (including contact records, prospect records and records in external data sources), which the Customer may access using the
- 9 Siebel Loyalty is available only with the Siebel Industry base applications (SIA builds). It is not available with the Siebel Horizontal base applications (SEA builds).
- 10 Siebel Warranty Validation Server requires licensing only the computers on which Oracle Policy Automation is installed.
- 11 Siebel Customer Content may be purchased without a Siebel base. This is useful for situations where the user requires a small subset of Siebel CRM functionality. In this situation each Application User of Siebel Customer
- 12 Each employee agent responding to employee service requests requires a Siebel HelpDesk Application User license.
- 13 Siebel Communications, Media and Energy customers are recommended to license Siebel CME Quote and Order Capture for Customers for each User of Siebel Configurator – Runtime for Customers.
- 14 Note that use of Siebel Smart Answer for both customer and employee facing applications enables increased feedback to the self-learning capabilities of Siebel Smart Answer and improves overall accuracy.
- 15 The Siebel Customer Order Management Administrator for Partners is required for each user that wishes to administer the Siebel Customer Order Management Administration Server from the partner side. Partner administrator
- 16 Oracle Order and Service Management (OSM), on the Communications GBU price list, should be positioned for communications industry prospects who require decomposition and orchestration capabilities for order delivery.
- 17 Siebel CME Quote and Order Capture for Partners is not available in IEOP (SI) mode. Both Siebel Partner Commerce (Siebel CRM) and Siebel CME Quote and Order Capture for partners options are required to enable full
- 18 All Siebel Field Service options are available to users of Siebel Insurance Field Service.
- 19 It is recommended that customers implementing Siebel Financial Services Customer Order Management for Banking also license, in addition to the required modules, Siebel Dynamic Pricer and Siebel Configurator Runtime.
- 20 The Siebel Pharma Marketing Server is licensed on the number of unique customer records (including both contact records, prospect records and records in external data sources) which the Customer may access using the
- 21 Siebel Details is priced per Application User and the per Computer capacity is based on Concurrent Users. Additional server capacity for each Computer is purchased through a server pack. All employees, partners and
- 22 Demantra products are placed in the Siebel price list for reference only. They are quotable under the Oracle-Supply Chain Planning section of the quoting tool. While they do not require a Siebel base application, they are
- 23 Siebel OGC Quote and Order Capture for Partners is not available in IEOP (Hi) mode. Both Siebel Partner Commerce (Siebel CRM) and Siebel OGC Quote and Order Capture for Partners options are required to enable full order
- 24 Siebel Group Inventory and Execution and Siebel Group Sales and Event Management require approval prior to quoting to a customer. See Controlled Availability listing for approvers.
- 25 No Discounting is allowed for Oracle Consulting services
- 26 Pricing for the Oracle Consulting Professional Services offerings listed below are represented in six different Country Zones (Country Zone AA through E). Each Country Zone includes a list of countries. All Country Zone pricing is
- 27 Oracle Self-Service E-Billing Consumer Edition excludes use of Hierarchy Manager, Hierarchal Reporting and Hierarchal Payments. The Oracle Self-Service E-Billing Business Edition license is required for these capabilities.
- 28 Oracle Policy Automation for Oracle CRM On Demand licenses are limited for use directly with Oracle CRM On Demand. Any customer wishing to use Oracle Policy Automation with other applications, must purchase the
- 29 Minimum users of Oracle Policy Automation for Oracle CRM On Demand can be shared across more than one Oracle CRM On Demand instance.
- 30 Oracle Policy Automation Connector for Oracle CRM On Demand is licensed for each instance of Oracle CRM On Demand to which Oracle Policy Automation is being connected.
- 31 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
- 32 Oracle WebCenter Sites for Oracle ATG Web Commerce can only be used to serve content to ATG, either by delivering it to ATG Web Commerce or by delivering it directly to the end user browser. In addition, WebCenter Sites
- 33 The number of licenses for Oracle WebCenter Sites for Oracle ATG Web Commerce must be, at a minimum, equal to the number of licenses of Oracle ATG Web Commerce.
- 34 The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce
- 35 The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2)
- 36 The Oracle ATG Web Commerce Business Intelligence Administrator program has a discounting limit of 40% and does not receive the midsize price list adjustment for any size customer.
- 37 Click-to-Call Interactions Cloud Service include only click-to-call interactions. Customers must purchase Click-to-Call Interactions Cloud Service for click-to-call usage. One Interaction Credit equals: one completed Call (user

PRICING NOTES

- 38 Click-to-Call Standard Telco Cloud Service is required for customers who purchase Click-to-Call Interactions Cloud Service for Call usage. Click-to-Call Standard Telco Cloud Service is quoted as \$0, but billed monthly and

Charges are applicable to leg 1 and leg 2 for phone-to-phone calls, and for leg 2 only for PC-to-phone calls. Charges are calculated based upon the cost per minute per leg as reflected in the Rate Schedule. Charges are

39 Live Help Interactions On Demand include Call, Chat, and Email interactions. Customers must purchase Live Help Interactions On Demand for call usage. Live Help Chat On Demand Hosted Named User seats and Live Help
40 Technical support is included in usage fees for all Click-to-Call Interactions Cloud Service, Live Help On Demand, and Recommendations On Demand products. Separate set-up fees are required and are determined by Oracle
41 Live Help Chat On Demand Hosted Named User seats are billed monthly and include Chat application and unlimited Chat usage. Customers may purchase either Live Help Chat On Demand Hosted Named User seats or Live
42 For new deals, purchase of the Click-to-Call Cloud Service also requires the purchase of a Oracle Click-to-Call Cloud Service Implementation Services, found on the RightNow Price List
43 Live Help Email On Demand Hosted Named User seats are billed monthly and include Email Response application and unlimited usage. Customers may purchase either Live Help Email On Demand Hosted Named User seats or
44 Live Help Cobrowse Chat On Demand Hosted Named User seats are billed monthly, include Cobrowse application (View/Point and Remote Control features) and are licensed for use with Live Help Chat On Demand Hosted
45 Live Help Cobrowse Phone On Demand Hosted Named User seats are billed monthly, include Cobrowse application (View/Point and Remote Control features), and are licensed for use with Live Help Interactions On Demand for
46 Recommendations Single-Channel Usage On Demand includes Recommendations product with unlimited presentation of product recommendations in a single channel. Available channels include Web, Live Help Agent Console,
47 Recommendations Multichannel On Demand includes Recommendations product with unlimited presentation of product recommendations across two or more channels. Available channels include Web, Live Help Agent Console,
48 Recommendations Single-Channel On Demand and Recommendations Multichannel On Demand include hosting for one product catalog. Recommendations Additional Catalog On Demand applies to each additional deployed
49 Recommendations Single-Channel On Demand and Recommendations Multichannel On Demand include hosting for up to 500,000 products per product catalog. Recommendations Large Catalog On Demand is required for
50 When licensing Oracle User Productivity Kit Standard, you must license a minimum of one (1) UPK Developer and either Application Users for UPK Standard or Employees for UPK Standard;
51 Oracle Customer Master Data Management Integration Options are available for: Siebel CRM; Oracle E-Business Suite; Oracle Communications Billing and Revenue Management. Each Option must be licensed separately.
52 Oracle Product Master Data Management Integration Options are available for: Siebel CRM; and Oracle E-Business Suite, and Oracle Communications Billing and Revenue Management. Each Option must be licensed
53 Licensing Customer Hub provides rights to use Oracle Customer Data Hub (CDH) and/or Siebel Universal Customer Master (UCM). If running both, licenses for the sum total of item records managed across the 2 products must
54 This option is not available with Oracle eBusiness based MDM Hubs. It is only available with Siebel Universal Customer Master (UCM) and Siebel CRM applications.
55 This product contains third-party functionality and can be licensed only using the standard, assigned price list metric. No enterprise metric or other non-standard metric may be used to license this product. This product must also
56 This product is on Controlled Availability (CA) and/or Engineered Qualification and requires approval. For more information on CA process and approval, please refer to the Controlled Availability section on eSource at
57 Siebel CRM Base requires a CX Cloud First Solution Assessment prior to quoting. The CX Cloud Assessment for Siebel form is located on eSource with the Siebel price lists at:
<http://esource.oraclecorp.com> > Home > Price Lists & Supplements > Siebel Applications > CX Cloud First Solution Assessment for Siebel
If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

Siebel CRM, Enterprise Pricing

#NAME?

DEFINITIONS

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 programs. The **Enterprise Full Time Equivalent (FTE) Student** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition **Enterprise Trainee** is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. **Enterprise \$M in Cost of Goods Sold** is defined as one million U.S. dollars in 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 **Enterprise \$M in Freight Under Management** is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. **Enterprise \$M in Operating Budget** is defined as one million U.S. of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by **Enterprise \$M in Revenue**: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The **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
For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
<http://edelivery.oracle.com>

Siebel CRM, Enterprise Pricing

#NAME?

GENERAL LICENSING RULES

TERM DESIGNATION

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20%
The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price. E-Business discount, and any approved
Example: For a perpetual license for 100 application users of Siebel CRM Base, the list license price is \$375,000 and the list annual support price is \$82,500.
For a one year term license of Siebel CRM Base, the list license price is 20% of \$375,000 = \$75,000. The list annual support price remains \$82,500, and is not affected by the 20% term multiplier. If this was part of
If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term:

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

4 Year Term:

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

3 Year Term:

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

2 Year Term:

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

1 Year Term:

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

ORACLE SUPPORT SERVICES

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

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

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

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' 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

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

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

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

