



**Oracle Global Price List**  
**Siebel CRM, Professional Edition Pricing**  
**September 1, 2016**

**Siebel Professional Edition Cross-Industry Applications Pricing**  
**Siebel CRM, Professional Edition Pricing Limitations**

**These Requirements apply to the Siebel CRM, Professional Edition price list:**

- 1) **Quoting Siebel CRM, Professional Edition to accounts that do not meet the company requirements below is not allowed.**
- 2) Customers must have less than \$500 million in annual revenue OR  
 if a financial services customer, they must have less than \$5 billion in managed assets, OR  
 if a Public Sector organization they must have a citizen population of less than 400,000 or a student population of less than 50,000
- 3) The eligibility of a subsidiary company will be determined by assessing the parent company; i.e., subsidiary companies are not eligible to purchase CRM, Professional Edition if their parent company would not be eligible.
- 4) Existing Siebel customers cannot mix Siebel CRM products with Siebel CRM, Professional Edition (SPE) products of the same product area. SPE customers may purchase product that does not exist on the SPE price list (i.e. Oracle Data Quality, or MDM or UPK) as well as use the Enterprise pricing model when and where applicable.
- 5) Additional restrictions on the use of this price list may apply in certain jurisdictions.

**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 SIA repository. All new customers must select this standard option.**

**The second media package, SEA, is offered for existing customers of the SEA repository. Existing SEA (aka HOR) customers can upgrade existing deployments to the newest SEA repository. Any existing customer on the SEA repository may upgrade to the SIA repository if they choose to (no cost), but they do not have to.**

**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 products/components included with license and products that may be required to be licensed separately as a prerequisite.
- 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 Controlled Availability process and required approvals, please refer to the Controlled Availability section on eSource at, <http://esource.oraclecorp.com> > Home > Controlled Availability Sales Questions. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- Every Siebel customer must license, at a minimum, one Siebel CRM, Professional Edition Base Application (Sales, Service, or Marketing, or the Industry version of a base). Typically, each employee user of Siebel applications requires a base. Start by selecting the Professional Edition base of choice. Then, if the customer requires added base functionality, select from the base option(s) that most appropriately meet customer needs (e.g. Sales Base + Service Option). Note that if the customer requires an industry solution, all users must have an industry base (exceptions require HQAPP approval).
- 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 Service Base, Professional Edition, then Siebel Contracts must have a quantity of 100 or less--not more than 100. This rule applies only to modules using the Application User metric.
- Older Siebel customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Cross-Industry bases and Cross-Industry options are available in the SEA repository. New Siebel customers from 2010 on receive the SIA build so this is not any issue. Customers wishing to use Siebel industry functionality must first move to the Siebel SIA repository. Which they may do without triggering a licensing migration or any additional purchase.

**Pick 6 Add on Selections**

Customers may include only 1 unique set of pick six add on options with each base application that they purchase. For example, if a customer purchases the Siebel Sales base and the Siebel Service base applications, they may select a separate and unique set of pick 6 add on options for the Siebel Sales base users and for the Siebel Service base users. They may not, however, purchase different sets of pick 6 add on options for various sub-groups of sales or service users.

**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 and supplement. These products may have royalty exposure with discounting restrictions. Use the Royalty Bearing Product List (details follow below) to determine if there is deal impact.

If the product has the special royalty footnote (#15), then it has metric restrictions that prevent it from being added to a ULA or unlimited deal, or possibly both. Follow instructions in the footnote.

**Royalty Bearing Product List**

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 Products list: Royalty Bearing Products and Reporting Only. Search the Royalty Bearing Products tab first then, if needed, search the Reporting Only tab.

**Siebel Professional Edition Cross-Industry Applications Pricing  
Cross-Industry - Employee Base Application Configuration**

Each Siebel CRM, Professional Edition base application license includes additional modules, for Midsize Company level accounts, that the customer must choose at the time of original purchase. These additional modules must be selected from the price list section "Base Application Add-Ons" below and must be set forth in the applicable quote. Customers select a base application (Sales, Service or Marketing Automation) and 6 add-on modules. Customers must select all of their included options at the time they purchase the base application. Customers will not be permitted to select additional included options after the purchase of the base application, even if the original purchase included fewer than the permitted number of add-ons. All options selected must be valid with the selected base application and Siebel Industry.

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.

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Cross-Industry - Base Application</b> <span style="float: right;"><i>(Required)</i></span>						
Siebel CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,150	253.00	Application User	17		
Siebel CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,150	253.00	Application User	17		
Siebel CRM Service Base, Professional Edition (Select 6 Add-ons)	1,150	253.00	Application User	17		
<b>Siebel Cross-Industry - General Selected Add-on Options</b>						
<b>Siebel Cross-Industry - Select 6 Add-ons</b>						
Siebel Briefings, SPE - Selected Add-on Siebel Content Center, SPE - Selected Add-on Siebel Content Publishing, SPE - Selected Add-on Siebel Correspondence, SPE - Selected Add-on Siebel CTI - Selected Add-on, SPE Siebel D&B Integration Solution, SPE - Selected Add-on Siebel Employee Self-Service, SPE - Selected Add-on Siebel Events Manager, SPE - Selected Add-on Siebel Forecasting, SPE - Selected Add-on Siebel Handheld, SPE - Selected Add-on Siebel HelpDesk Online, SPE - Selected Add-on Siebel Householding, SPE - Selected Add-on Siebel Lead Management, SPE - Selected Add-on Siebel Message Broadcasting and Alerts, SPE - Selected Add-on Siebel References, SPE - Selected Add-on Siebel SmartScript, SPE - Selected Add-on Siebel Time and Expense Reporting, SPE - Selected Add-on Siebel Wireless, SPE - Selected Add-on						
<b>Siebel Cross-Industry - Sales Selected Add-on Options</b>						
Siebel Enterprise Selling Process (ESP), SPE - Selected Add-on Siebel Proposals & Presentations, SPE - Selected Add-on Siebel Target Account Selling, SPE - Selected Add-on						
<b>Siebel Cross-Industry - Service Selected Add-on Options</b>						
Siebel Asset Management, SPE - Selected Add-on Siebel Change Management, SPE - Selected Add-on Siebel HelpDesk, SPE - Selected Add-on Siebel Quality Management, SPE - Selected Add-on Siebel Solutions, SPE - Selected Add-on						
<b>Siebel Cross-Industry - Base Functionality</b>						
Siebel CRM Marketing Automation Option, SPE	350	77.00	Application User			
Siebel CRM Sales Option, SPE	350	77.00	Application User			
Siebel CRM Service Option, SPE	350	77.00	Application User			

**Siebel Professional Edition Cross-Industry Applications Pricing**  
**Siebel Cross-Industry - Employee Applications a la carte Pricing**

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

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Cross-Industry - Tools and Servers</b>						
Siebel Tools Complete, SPE	20,000	4,400.00	Application User			16
Siebel Tools, SPE	4,600	1,012.00	Application User			16
Siebel Server Extensions for UNIX	1,150	253.00	Computer	1,15	X	
Siebel Connector for Satmetrix Exchange, SPE	60	13.00	Application User			
<b>Application Testing</b>						
Oracle Functional Testing Suite for Oracle Applications	10,000	2,200.00	Named User Plus			
Oracle Load Testing Suite for Oracle Applications	125	28.00	Named User Plus			50
<b>Siebel Cross-Industry - General Options</b>						
Siebel Advanced Market Development Funds, SPE	500	110.00	Application User			
Siebel Advisor, SPE	1,600	352.00	Application User			
Siebel Briefings, SPE	200	44.00	Application User			
Siebel Configurator Administration Server, SPE	115,000	25,300.00	Computer		X	
Siebel Configurator Runtime, SPE	2,200	484.00	Application User			75
Siebel Content Center, SPE	345	76.00	Application User			
Siebel Content Publishing, SPE	120	26.00	Application User			
Siebel Contracts, SPE	700	154.00	Application User			
Siebel Correspondence, SPE	350	77.00	Application User			
Siebel CTI, SPE	200	44.00	Application User			
Siebel D&B Integration Solution, SPE	260	57.00	Application User			
Siebel Data Quality, SPE	120	26.00	Application User			
Siebel Dynamic Catalog, SPE	1,000	220.00	Application User			75
Siebel Dynamic Pricer, SPE	1,400	308.00	Application User			75
Siebel Employee Self-Service, SPE	120	26.00	Application User			
Siebel Events Manager, SPE	350	77.00	Application User			
Siebel Forecasting, SPE	300	66.00	Application User			
Siebel Handheld, SPE	575	127.00	Application User	3,4		
Siebel HelpDesk Online, SPE	60	13.00	Application User			
Siebel Householding, SPE	200	44.00	Application User			
Siebel Lead Management, SPE	230	51.00	Application User			
Siebel Message Broadcasting and Alerts, SPE	300	66.00	Application User			
Siebel Partner Manager, SPE	500	110.00	Application User			
Siebel Quote and Order Capture, SPE	1,150	253.00	Application User			
Siebel References, SPE	300	66.00	Application User			
Siebel SmartScript, SPE	300	66.00	Application User			
Siebel Territory Management, SPE	575	127.00	Application User			
Siebel Time and Expense Reporting, SPE	120	26.00	Application User			
Siebel Wireless, SPE	575	127.00	Application User			
<b>Siebel Cross-Industry - Sales Options</b>						
Oracle Business Approvals Connector for Sales Managers, SPE	350	77.00	Application User			
Siebel Enterprise Selling Process (ESP), SPE	200	44.00	Application User			
Siebel Portfolio Management Process (PMP), SPE	200	44.00	Application User			
Siebel Proposals & Presentations, SPE	400	88.00	Application User			
Siebel Target Account Selling, SPE (TAS)	200	44.00	Application User			
<b>Siebel Cross-Industry - Service Options</b>						
Siebel Asset Management, SPE	350	77.00	Application User			
Siebel Change Management, SPE	230	51.00	Application User			
Siebel Email Response, SPE	800	176.00	Application User			
Siebel Field Service, SPE	575	127.00	Application User			
Siebel HelpDesk Option, SPE	520	114.00	Application User			
Siebel Quality Management, SPE	300	66.00	Application User			
Siebel Solutions, SPE	200	44.00	Application User			
<b>Siebel Cross-Industry - Field Service Options</b>						
Siebel Barcode, SPE	120	26.00	Application User			
Siebel Logistics Manager, SPE	300	66.00	Application User			
Siebel Preventive Maintenance, SPE	200	44.00	Application User			
Siebel Repair, SPE	200	44.00	Application User			
Siebel Scheduling, SPE	400	88.00	Application User		X	

Siebel CRM, Professional Edition Pricing

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Notes	Min Price	Minimum
<b>Siebel Cross-Industry - Marketing Automation Options</b>						
Siebel Campaign Management, SPE	2,530	557.00	Application User			
Siebel Email/Web Offer Designer, SPE	175	39.00	Application User			X
Siebel Email Marketing Server, SPE	115,000	25,300.00	Computer			
Siebel Marketing Resource Manager, SPE	230	51.00	Application User			
<b>Siebel Marketing Server</b>						
Siebel Marketing Server, SPE up to 200,000 records	115,000	25,300.00	Computer			5
Siebel Marketing Server, SPE up to 500,000 records	172,500	37,950.00	Computer			5
Siebel Marketing Server, SPE up to 1,000,000 records	230,000	50,600.00	Computer			5
Siebel Marketing Server, SPE up to 3,000,000 records	316,500	69,630.00	Computer			5
Siebel Marketing Server, SPE up to 5,000,000 records	402,500	88,550.00	Computer			5
Siebel Marketing Server, SPE up to 10,000,000 records	490,000	107,800.00	Computer			5
Siebel Marketing Server, SPE unlimited records	575,000	126,500.00	Computer			5
<b>Siebel Cross-Industry - Applications Not Requiring a Base</b>						
Siebel Configurator Administration Server, SPE	115,000	25,300.00	Computer			X
Siebel Content Publishing, SPE	120	26.00	Application User			
Siebel Handheld, SPE Stand Alone	1,150	253.00	Application User			3,6,4
Siebel HelpDesk, SPE	1,150	253.00	Application User			
<b>Siebel Cross-Industry - HelpDesk Options Not Requiring a Base</b>						
Siebel Asset Management, SPE	350	77.00	Application User			
Siebel Change Management, SPE	230	51.00	Application User			
Siebel HelpDesk Online, SPE	60	13.00	Application User			

**Siebel Professional Edition Cross-Industry Applications Pricing  
Siebel Cross-Industry - Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Cross-Industry - Customer Portal</b>						
Siebel eCustomer, SPE	138,000	30,360.00	Processor			
Siebel eSales, SPE	92,000	20,240.00	Processor			
Siebel eService, SPE	46,000	10,120.00	Processor			
Siebel Web Marketing, SPE	28,800	6,336.00	Processor			
<b>Siebel Cross-Industry - Customer Portal Options</b>						
Siebel Advisor, SPE for Customers	46,000	10,120.00	Processor			
Siebel Configurator Runtime, SPE for Customers	57,500	12,650.00	Processor	6		
Siebel Content Publishing, SPE for Customers	5,800	1,276.00	Processor			
Siebel Dynamic Pricer, SPE for Customers	46,000	10,120.00	Processor			
Siebel Events, SPE for Customers	30,000	6,600.00	Processor			
Siebel Self-Service Wireless, SPE for Customers	17,300	3,806.00	Processor			
Siebel SmartScript, SPE for Customers	11,500	2,530.00	Processor			

**Siebel Professional Edition Cross-Industry Applications Pricing  
Siebel Cross-Industry - Partner Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Cross-Industry - Partner Portal</b>						
Siebel Partner Portal, SPE	400	88.00	Registered User			
<b>Siebel Cross-Industry - Partner Portal Options</b>						
Siebel Advanced Market Development Funds, SPE for Partners	350	77.00	Registered User			
Siebel Advisor, SPE for Partners	150	33.00	Registered User			
Siebel Anywhere, SPE for Partners	200	44.00	Registered User			16
Siebel Basic Pricer, SPE for Partners	120	26.00	Registered User			
Siebel Campaign Management, SPE for Partners	700	154.00	Registered User			
Siebel Configurator Runtime, SPE for Partners	575	127.00	Registered User			20
Siebel Content Center, SPE for Partners	150	33.00	Registered User			
Siebel Content Publishing, SPE for Partners	60	13.00	Registered User			
Siebel Customer Order Management Administrator, SPE for Partners	1,150	253.00	Registered User			
Siebel Dynamic Pricer, SPE for Partners	350	77.00	Registered User			20
Siebel Field Service, SPE for Partners	350	77.00	Registered User			
Siebel Forecasting, SPE for Partners	120	26.00	Registered User			
Siebel Logistics Manager, SPE for Partners	120	26.00	Registered User			
Siebel Marketing Resource Manager, SPE for Partners	120	26.00	Registered User			
Siebel Partner Commerce, SPE for Partners	400	88.00	Registered User			
Siebel PRM Wireless, SPE for Partners	175	39.00	Registered User			
Siebel Proposals & Presentations, SPE for Partners	175	39.00	Registered User			
Siebel Remote Client, SPE for Partners	120	26.00	Registered User			16
Siebel SmartScript, SPE for Partners	120	26.00	Registered User			
<b>Siebel Cross-Industry - Partner Applications not Requiring Partner Portal</b>						
Siebel PRM Wireless Standalone, SPE for Partners	400	88.00	Registered User			

**Siebel Communications, Media and Energy Professional Edition Applications Pricing  
Siebel Communications, Media and Energy - Employee Base Application Configuration**

	License Price	Software Update License & Support	Licensing Metric	Notes	Std Party	Minimum
<b>Siebel Communications, Media and Energy - Base Application</b>	<i>(Required)</i>					
Siebel Communications, Media and Energy CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Communications, Media and Energy CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Communications, Media and Energy CRM Service Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
<b>Siebel Communications, Media and Energy - General Selected Add-on Options</b>	<b>Siebel Communications, Media and Energy - Select 6 Add-ons</b>					
Siebel Work Orders, SPE - Selected Add-on						
<b>Siebel Communications, Media and Energy - Sales Selected Add-on Options</b>						
Siebel Field Service Assets for Sales Base, SPE - Selected Add-on						
<b>Siebel Communications, Media and Energy - Service Selected Add-on Options</b>						
Siebel Credit Management, SPE - Selected Add-on						
Siebel Fraud Management, SPE - Selected Add-on						

**Siebel Communications, Media and Energy Professional Edition Applications Pricing  
Siebel Communications, Media and Energy - Employee a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	Std Party	Minimum
<b>Siebel Communications, Media and Energy - Base Functionality</b>	<i>(for adding additional base functionality)</i>					
Siebel Communications, Media and Energy CRM Marketing Automation option, SPE	350	77.00	Application User			
Siebel Communications, Media and Energy CRM Sales option, SPE	350	77.00	Application User			
Siebel Communications, Media and Energy CRM Service option, SPE	350	77.00	Application User			



Siebel CRM, Professional Edition Pricing

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Communications, Media and Energy - General Options</b>						
Siebel Communications, Media and Energy Contracts, SPE	700	154.00	Application User			
Siebel Contract Terms and Conditions, SPE	460	101.00	Application User			
Siebel Network Order Entry, SPE	460	101.00	Application User			
Siebel Communications, Media and Energy Quote & Order Capture, S	1,500	330.00	Application User			
Siebel Premises, SPE	175	39.00	Application User			
Siebel Rollup, SPE	200	44.00	Application User			
Siebel Work Orders, SPE	175	39.00	Application User			
<b>Siebel Communications, Media and Energy - Sales Options</b>						
Siebel Call Reports, SPE	120	26.00	Application User			
Siebel Design Opportunity Management, SPE	300	66.00	Application User			
Siebel Field Service Assets for Sales Base, SPE	175	39.00	Application User			
Siebel Pricing Authorization Management, SPE	200	44.00	Application User			
Siebel Pricing Claims Server - Up to 20 Users, SPE	115,000	25,300.00	Computer			
<b>Siebel Communications, Media and Energy - Service Options</b>						
Siebel Billing Management, SPE	175	39.00	Application User			
Siebel Credit Management, SPE	175	39.00	Application User			
Siebel Fraud Management, SPE	120	26.00	Application User			
Siebel Price Comparison, SPE	2,500	550.00	Application User			

Siebel Communications, Media and Energy Professional Edition Applications Pricing

Siebel Communications, Media and Energy - Customer Applications

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Communications, Media and Energy - Customer Portal</b>						
Siebel Communications, Media and Energy eCustomer, SPE	138,000	30,360.00	Processor			
Siebel Communications, Media and Energy eSales, SPE	92,000	20,240.00	Processor			
Siebel Communications, Media and Energy eService, SPE	46,000	10,120.00	Processor			
<b>Siebel Communications, Media and Energy - Customer Portal Options</b>						
Siebel Price Comparison, SPE for Customers	57,500	12,650.00	Processor	7		
Siebel Communications, Media and Energy Quote and Order Capture, SPE for Customers	40,000	8,800.00	Processor	6		

Siebel Professional Edition Cross-Industry Applications Pricing

Siebel Communications, Media and Energy - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Communications, Media and Energy - Partner Portal</b>						
Siebel Communications, Media and Energy Partner Portal, SPE	400	88.00	Registered User			
<b>Siebel Communications, Media and Energy - Partner Portal Options</b>						
Siebel Credit Management, SPE for Partners	120	26.00	Registered User			
Siebel Design Opportunity Management, SPE for Partners	60	13.00	Registered User			
Siebel Fraud Management, SPE for Partners	175	39.00	Registered User			
Siebel Communications, Media and Energy Partner Commerce, SPE	400	88.00	Registered User			
Siebel Pricing Authorization Management, SPE for Partners	400	88.00	Registered User			
Siebel Communications, Media and Energy Quote & Order Capture, SPE for Partners	60	13.00	Registered User	8		

**Siebel Financial Services Professional Edition Applications Pricing  
 Siebel Financial Services - Employee Base Application Configuration**

	License Price	Software Update License & Support	Licensing Metric	Notes	Min Part	Minimum
<b>Siebel Financial Services - Base Application</b> <i>(Required)</i>						
Siebel Financial Services CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Financial Services CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Financial Services CRM Service Base, Professional Edition Select 6 Add-ons)	1,300	286.00	Application User			17
<b>Siebel Financial Services - General Selected Add-on Options</b>						
Siebel Commercial Banking Loan Approval, SPE - Selected Add-on						
Siebel Corporate and Commercial Banking, SPE - Selected Add-on						
Siebel Credit Origination, SPE - Selected Add-on						
Siebel Finance Events Manager, SPE - Selected Add-on						
Siebel Financial Accounts, SPE - Selected Add-on						
Siebel Group Coverage, SPE - Selected Add-on						
Siebel Group Pensions, SPE - Selected Add-on						
Siebel Group Policies, SPE - Selected Add-on						
Siebel Healthcare Providers and Facilities, SPE - Selected Add-on						
Siebel Individual Coverage, SPE - Selected Add-on						
Siebel Individual Life and Annuities, SPE - Selected Add-on						
Siebel Institutional Sales and Research, SPE - Selected Add-on						
Siebel Investment Banking, SPE - Selected Add-on						
Siebel Investment Management, SPE - Selected Add-on						
Siebel Personal Lines Claims, SPE - Selected Add-on						
Siebel Personal Lines Policies, SPE - Selected Add-on						
Siebel Financial Services Proposals and Presentations, SPE - Selected Add-on						
Siebel Retirement/Pension Management, SPE - Selected Add-on						
Siebel Rollup, SPE - Selected Add-on						
Siebel Small Business Banking, SPE - Selected Add-on						
Siebel Wealth Management, SPE - Selected Add-on						
<b>Siebel Financial Services - Sales Selected Add-on Options</b>						
Siebel Call Reports, SPE - Selected Add-on						
Siebel Needs Analysis / Applications (Non credit), SPE - Selected Add-on						
<b>Siebel Financial Services - Base Functionality</b> <i>(for adding additional base functionality)</i>						
Siebel Financial Services CRM Marketing Automation option, SPE	350	77.00	Application User			
Siebel Financial Services CRM Sales option, SPE	350	77.00	Application User			
Siebel Financial Services CRM Service option, SPE	350	77.00	Application User			

**Siebel Financial Services Professional Edition Applications Pricing**  
**Siebel Financial Services - Employee Application a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Financial Services - General Options</b>						
Siebel Commercial Banking Loan Approval, SPE	300	66.00	Application User			
Siebel Corporate and Commercial Banking, SPE	200	44.00	Application User			
Siebel Credit Origination, SPE	260	57.00	Application User			
Siebel Customer Relationship Console-HTML, SPE	850	187.00	Application User	10		
Siebel Finance Events Manager, SPE	400	88.00	Application User			
Siebel Financial Accounts, SPE	200	44.00	Application User			
Siebel Group Coverage, SPE	300	66.00	Application User			
Siebel Group Pensions, SPE	300	66.00	Application User			
Siebel Group Policies, SPE	300	66.00	Application User			
Siebel Healthcare Providers and Facilities, SPE	200	44.00	Application User			
Siebel Individual Coverage, SPE	175	39.00	Application User			
Siebel Individual Life and Annuities, SPE	175	39.00	Application User			
Siebel Institutional Sales and Research, SPE	300	66.00	Application User			
Siebel Investment Banking, SPE	200	44.00	Application User			
Siebel Investment Management, SPE	300	66.00	Application User			
Siebel Network Order Entry, SPE	460	101.00	Application User			
Siebel Personal Lines Claims, SPE	230	51.00	Application User			
Siebel Personal Lines Policies, SPE	300	66.00	Application User			
Siebel Financial Services Proposals and Presentations, SPE	400	88.00	Application User			
Siebel Financial Services Quote and Order Capture, SPE	1,150	253.00	Application User			
Siebel Retirement/Pension Management, SPE	300	66.00	Application User			
Siebel Rollup, SPE	200	44.00	Application User			
Siebel Small Business Banking, SPE	200	44.00	Application User			
Siebel Wealth Management, SPE	300	66.00	Application User			
<b>Siebel Financial Services - Sales Options</b>						
Siebel Call Reports, SPE	120	26.00	Application User			
Siebel Needs Analysis/Applications (Non credit), SPE	200	44.00	Application User			
<b>Siebel Financial Services - Service Options</b>						
Siebel Collections, SPE	575	127.00	Application User			
Siebel Insurance Field Service, SPE	575	127.00	Application User	9		

**Siebel Financial Services Professional Edition Applications Pricing**  
**Siebel Financial Services - Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Financial Services - Customer Portal</b>						
Siebel Financial Services eCustomer, SPE	138,000	30,360.00	Processor			
Siebel Financial Services eSales, SPE	92,000	20,240.00	Processor			
Siebel Financial Services eService, SPE	46,000	10,120.00	Processor			
<b>Siebel Financial Services - Customer Portal Options</b>						
Siebel Finance Events, SPE	40,000	8,800.00	Processor			

**Siebel Financial Services Professional Edition Applications Pricing**  
**Siebel Financial Services - Partner Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Financial Services - Partner Portal</b>						
Siebel Agent Portal, SPE	400	88.00	Registered User			
Siebel Finance Partner Portal, SPE	400	88.00	Registered User			
Siebel Service Provider Portal, SPE	150	33.00	Registered User	11		
<b>Siebel Financial Services - Agent Portal Options</b>						
Siebel Individual and Group Coverage, SPE	120	26.00	Registered User			
Siebel Life and Pensions, SPE	120	26.00	Registered User			
Siebel P&C Claims, SPE	120	26.00	Registered User			
Siebel P&C Policies, SPE	175	39.00	Registered User			
<b>Siebel Financial Services - Partner Portal Options</b>						
Siebel Financial Services Proposals and Presentations, SPE for Partners	175	39.00	Registered User			

**Siebel Life Sciences Professional Edition Applications Pricing**  
**Siebel Life Sciences - Employee Base Application Configuration**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Life Sciences - Base Application</b> <i>(Required)</i>						
Siebel Life Sciences CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User	17		
Siebel Life Sciences CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User	17		
Siebel Life Sciences CRM Service Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User	17		
<b>Siebel Life Sciences - Select 6 Add-ons</b>						
<b>Siebel Life Sciences - General Selected Add-on Options</b>						
Siebel Managed Care Profile, SPE - Selected Add-on						
Siebel Medical Education, SPE - Selected Add-on						
Siebel Payments, SPE - Selected Add-on						
Siebel Prescription Analysis, SPE - Selected Add-on						

**Siebel Life Sciences Professional Edition Applications Pricing**  
**Siebel Life Sciences - Employee Application a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Life Sciences - Base Functionality</b> <i>(for adding additional base functionality)</i>						
Siebel Life Sciences CRM Marketing Automation option, SPE	350	77.00	Application User			
Siebel Life Sciences CRM Sales option, SPE	350	77.00	Application User			
Siebel Life Sciences CRM Service option, SPE	350	77.00	Application User			
<b>Siebel Life Sciences - General Options</b>						
Siebel Advanced Contracts, SPE	1,450	319.00	Application User			
Siebel Contract Terms and Conditions, SPE	460	101.00	Application User			
Siebel Managed Care, SPE	1,150	253.00	Application User			
Siebel Managed Care Profile, SPE	300	66.00	Application User			
Siebel Medical Education, SPE	200	44.00	Application User			
Siebel Network Order Entry, SPE	460	101.00	Application User			
Siebel Opportunities and Contracts, SPE	300	66.00	Application User			
Siebel Pharma Campaigns, SPE	575	127.00	Application User			
Siebel Prescription Analysis, SPE	200	44.00	Application User			
Siebel Rollup, SPE	200	44.00	Application User			
Siebel Samples, SPE	300	66.00	Application User			
<b>Siebel Life Sciences - Sales Options</b>						
Siebel Design Opportunity Management, SPE	300	66.00	Application User			
Siebel Pricing Authorization Management, SPE	200	44.00	Application User			
Siebel Pricing Claims Server - Up to 20 Users, SPE	115,000	25,300.00	Computer			
<b>Siebel Life Sciences - Service Options</b>						
Siebel Collections, SPE	575	127.00	Application User			
<b>Siebel Life Sciences - Sales Options for Medical</b>						
Siebel Medical Handheld, SPE	700	154.00	Application User			
Siebel Medical Inventory Management, SPE	300	66.00	Application User			
<b>Siebel Life Sciences - Service Options for Medical</b>						
Siebel Medical Field Service, SPE	575	127.00	Application User			
<b>Siebel Life Sciences - Sales Options for Pharma</b>						
Siebel Pharma Handheld, SPE	700	154.00	Application User			
Siebel Signature Capture, SPE	120	26.00	Application User			
<b>Siebel Life Sciences - Applications Not Requiring a Base</b>						
Siebel Medical Handheld Stand Alone, SPE	1,350	297.00	Application User			
Siebel Pharma Handheld Stand Alone, SPE	1,350	297.00	Application User			
<b>Siebel Life Sciences - Pharma Handheld Stand Alone Options</b>						
Siebel Expense Reports for Handheld Stand Alone, SPE	115	25.00	Application User			
Siebel Medical Education for Handheld Stand Alone, SPE	115	25.00	Application User			
Siebel Samples for Handheld Stand Alone, SPE	175	39.00	Application User			

**Siebel Life Sciences Professional Edition Applications Pricing**  
**Siebel Life Sciences - Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Life Sciences - Customer Portal</b>						
Siebel Pharma eService, SPE	80,000	17,600.00	Processor			
<b>Siebel Life Sciences - Customer Portal Options</b>						
Siebel MedEd, SPE for Customers	29,000	6,380.00	Processor			
Siebel Samples, SPE for Customers	29,000	6,380.00	Processor			

**Siebel Life Sciences Professional Edition Applications Pricing**  
**Siebel Life Sciences - Partner Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Life Sciences - Partner Portal Options</b>						
Siebel Delegated Business Rules, SPE for Partners	175	39.00	Registered User			
Siebel Design Opportunity Management, SPE for Partners	120	26.00	Registered User			
Siebel Life Sciences Field Service for Partners, SPE for Partners	350	77.00	Registered User			
Siebel Pricing Authorization Management, SPE for Partners	175	39.00	Registered User			

**Siebel Manufacturing & Distribution Applications Pricing  
Siebel Manufacturing - Employee Base Application Configuration**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Manufacturing - Base Application</b> <i>(Required)</i>						
Siebel Manufacturing CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Manufacturing CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Manufacturing CRM Service Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
<b>Siebel Manufacturing - General Selected Add-on Options</b>						
Siebel Contract Terms and Conditions, SPE – Selected Add-on						
Siebel Financial Accounts, SPE – Selected Add-on						
Siebel Lease End-of-Term Processing, SPE – Selected Add-on						
Siebel Personal Lines Claims, SPE – Selected Add-on						
Siebel Rollup, SPE - Selected Add-on						
Siebel Title Management, SPE – Selected Add-on						
Siebel Vehicle Contracts, SPE – Selected Add-on						
Siebel Work Orders, SPE - Selected Add-on						
<b>Siebel Manufacturing - Service Selected Add-on Options</b>						
Siebel Credit Management, SPE - Selected Add-on						
Siebel Fraud Management, SPE - Selected Add-on						
<b>Siebel Manufacturing - Base Functionality</b> <i>(for adding additional base functionality)</i>						
Siebel Manufacturing CRM Sales option, SPE	350	77.00	Application User			
Siebel Manufacturing CRM Service option, SPE	350	77.00	Application User			
Siebel Manufacturing CRM Marketing Automation option, SPE	350	77.00	Application User			
<b>Siebel Distribution Base Applications</b> <i>(Required)</i>						
Siebel Distribution CRM Marketing Automation Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Distribution CRM Sales Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
Siebel Distribution CRM Service Base, Professional Edition (Select 6 Add-ons)	1,300	286.00	Application User			17
<b>Siebel Distribution - General Selected Add-on Options</b>						
Siebel Contract Terms and Conditions, SPE - Selected Add-on						
Siebel Deductions, SPE - Selected Add-on						
<b>Siebel Distribution - Base Functionality</b> <i>(for adding additional base functionality)</i>						
Siebel Distribution CRM Marketing Automation option, SPE	350	77.00	Application User			
Siebel Distribution CRM Sales option, SPE	350	77.00	Application User			
Siebel Distribution CRM Service option, SPE	350	77.00	Application User			

**Siebel Manufacturing & Distribution Applications Pricing**  
**Siebel Manufacturing - Employee Application a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Manufacturing - General Options</b>						
Siebel Contract Terms and Conditions, SPE	460	101.00	Application User			
Siebel Oil, Gas and Chemicals Contracts, SPE	700	154.00	Application User			
Siebel Financial Accounts, SPE	200	44.00	Application User			
Siebel Lease End-of-Term Processing, SPE	200	44.00	Application User			
Siebel Network Order Entry, SPE	460	101.00	Application User			
Siebel Personal Lines Claims, SPE	230	51.00	Application User			
Siebel Premises, SPE	175	39.00	Application User			
Siebel Oil, Gas and Chemicals Quote & Order Capture, SPE	1,150	253.00	Application User			
Siebel Remarketing, SPE	575	127.00	Application User			
Siebel Rollup, SPE	200	44.00	Application User			
Siebel Title Management, SPE	120	26.00	Application User			
Siebel Vehicle Contracts, SPE	200	44.00	Application User			
Siebel Work Orders, SPE	175	39.00	Application User			
<b>Siebel Manufacturing - Sales Options</b>						
Siebel Call Reports, SPE	120	26.00	Application User			
Siebel Credit Origination, SPE	260	57.00	Application User			
Siebel Design Opportunity Management, SPE	300	66.00	Application User			
Siebel Pricing Authorization Management, SPE	200	44.00	Application User			
Siebel Pricing Claims Server - Up to 20 Users, SPE	115,000	25,300.00	Computer			
<b>Siebel Manufacturing - Service Options</b>						
Siebel Billing Management, SPE	175	39.00	Application User			
Siebel Collections, SPE	575	127.00	Application User			
Siebel Credit Management, SPE	175	39.00	Application User			
Siebel Fraud Management, SPE	120	26.00	Application User			

**Siebel Manufacturing & Distribution Applications Pricing**  
**Siebel Distribution - Employee Application a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Distribution - General Options</b>						
Siebel Advanced Contracts, SPE	1,450	319.00	Application User			
Siebel Contract Terms and Conditions, SPE	460	101.00	Application User			
Siebel Deductions, SPE	200	44.00	Application User			
Siebel Consumer Goods Dynamic Catalog, SPE	400	88.00	Application User			
Siebel Inventory and Order Management, SPE	1,150	253.00	Application User			
Siebel Network Order Entry, SPE	460	101.00	Application User			
Siebel Consumer Goods Quote and Order Capture, SPE	870	191.00	Application User			
Siebel Sales Volume Planning, SPE	300	66.00	Application User			
Siebel Trade Promotions, SPE	350	77.00	Application User			
<b>Siebel Distribution - Sales Options</b>						
Siebel Consumer Goods Sales Handheld, SPE	700	154.00	Application User			
Siebel Van Sales/Delivery, SPE	460	101.00	Application User			
<b>Siebel Distribution - Applications Not Requiring a Base</b>						
Siebel Consumer Goods Sales Handheld DSS Stand Alone, SPE	1,350	297.00	Application User			



**Siebel Manufacturing & Distribution Applications Pricing**  
**Siebel Manufacturing - Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	Std Party	Minimum
<b>Siebel Manufacturing - Customer Portal</b>						
Siebel Oil, Gas, and Chemicals eCustomer, SPE	138,000	30,360.00	Processor			
Siebel Oil, Gas, and Chemicals eSales, SPE	92,000	20,240.00	Processor			
Siebel Oil, Gas, and Chemicals eService, SPE	46,000	10,120.00	Processor			
Siebel Oil, Gas, and Chemicals Web Marketing, SPE	34,500	7,590.00	Processor			
<b>Siebel Manufacturing - Customer Portal Options</b>						
Siebel Oil, Gas, and Chemicals Quote and Order Capture, SPE	40,000	8,800.00	Processor		6	

**Siebel Manufacturing & Distribution Applications Pricing**  
**Siebel Manufacturing - Partner Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	Std Party	Minimum
<b>Siebel Manufacturing - Partner Portal</b>						
Siebel Dealer Portal, SPE	400	88.00	Registered User			
Siebel Oil, Gas, and Chemicals Partner Portal, SPE	400	88.00	Registered User			
<b>Siebel Manufacturing - Dealer Portal Options</b>						
Siebel Credit Origination, SPE for Partners	260	57.00	Registered User			
Siebel Dealer Advanced Marketing, SPE for Partners	500	110.00	Registered User			
Siebel Delegated Business Rules, SPE for Partners	175	39.00	Registered User			
Siebel Financial Accounts, SPE for Partners	175	39.00	Registered User			
Siebel Remarketing, SPE for Partners	575	127.00	Registered User			
Siebel Showroom, SPE for Partners	575	127.00	Registered User			
<b>Siebel Manufacturing - Partner Portal Options</b>						
Siebel Design Opportunity Management, SPE for Partners	120	26.00	Registered User			
Siebel Pricing Authorization Management, SPE for Partners	175	39.00	Registered User			
<b>Siebel Manufacturing - Partner Portal Options for Oil, Gas and Chemicals</b>						
Siebel Credit Management, SPE for Partners	60	13.00	Registered User			
Siebel Fraud Management, SPE for Partners	60	13.00	Registered User			
Siebel Oil, Gas, and Chemicals Partner Commerce, SPE for Partners	400	88.00	Registered User			
Siebel Oil, Gas, and Chemicals Quote & Order Capture, SPE for Partners	230	51.00	Registered User		12	
<b>Siebel Distribution - Partner Portal Options for Consumer Goods</b>						
Siebel Deductions, SPE for Partners	175	39.00	Registered User			
Siebel Sales Volume Planning, SPE for Partners	120	26.00	Registered User			
Siebel Trade Promotions, SPE for Partners	300	66.00	Registered User			

**Siebel Public Sector Applications Pricing**  
**Siebel Public Sector - Employee Base Application Configuration**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Public Sector - Base Application</b> <i>(Required)</i> Siebel Public Sector CRM Base, Professional Edition (Select 6 Add-ons)	1,650	363.00	Application User	17		

**Siebel Public Sector Applications Pricing**  
**Siebel Public Sector - Employee Application a la carte Pricing**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Public Sector - Base Functionality</b> Siebel Public Sector CRM option, SPE <i>(for adding additional base functionality to other Industries)</i>	350	77.00	Application User			

**Siebel Public Sector Applications Pricing**  
**Siebel Public Sector - Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Public Sector - Customer Portal</b> Siebel Public Sector eService, SPE	80,000	17,600.00	Processor			

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

	License Price	Software Update License & Support	Licensing Metric	Notes	3rd Party	Minimum
<b>Siebel Public Sector - Partner Portal</b> Siebel Public Sector Partner Portal, SPE	400	88.00	Registered User			

Appendix A: Included Siebel CRM, Professional Edition Base Functionality

	Marketing	Sales	Service	3rd Party	Notes
Siebel CRM Marketing Automation Base, Professional Edition	✓	N/A	N/A		
Siebel CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Communications, Media and Energy CRM Marketing Automation Base, Professional Edition	✓	N/A	N/A		
Siebel Communications, Media and Energy CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel Communications, Media and Energy CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Financial Services CRM Marketing Automation Base, Professional Edition	✓	N/A	N/A		
Siebel Financial Services CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel Financial Services CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Life Sciences CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel Life Sciences CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Life Sciences CRM Marketing Automation Base, Professional E	✓	N/A	N/A		
Siebel Manufacturing CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel Manufacturing CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Manufacturing CRM Marketing Automation Base, Professional	✓	N/A	N/A		
Siebel Distribution CRM Sales Base, Professional Edition	N/A	✓	N/A		
Siebel Distribution CRM Service Base, Professional Edition	N/A	N/A	✓		
Siebel Distribution CRM Marketing Automation Base, Professional Ed	✓	N/A	N/A		
Siebel Public Sector CRM Base, Professional Edition	N/A	✓	✓		

	Marketing	Sales	Service	3rd Party	Notes
<b>Included functionality with each base application listed above</b>					
Accounts	✓	✓	✓		
Activity Management	✓	✓	✓		
Anywhere	✓	✓	✓		
Assignment Manager	✓	✓	✓		
Audit Trail	✓	✓	✓		
Calendar	✓	✓	✓		
Communications Server	✓	✓	✓		
Contacts	✓	✓	✓		
Employees	✓	✓	✓		
Encyclopedia	✓	✓	✓		
Enterprise Application Integration	✓	✓	✓		
Executive Information System	✓	✓	✓		
Global Accounts	✓	✓	✓		
Lead Management	✓	Additional Charge	Additional Charge		
Literature	✓	✓	✓		
Marketing Development Funds	✓	N/A	N/A		
Marketing Resource Manager	✓	N/A	N/A		
Messaging	✓	✓	✓		
Notes and Attachments	✓	✓	✓		
Opportunities and Pipeline	✓	✓	N/A		
Personalization	✓	✓	✓		
Price Lists	✓	✓	✓		
Products	✓	✓	✓		
Remote	✓	✓	✓		
Sales Assistant	✓	✓	N/A		
Server Sync – Microsoft Exchange Server	✓	✓	✓		
Service Assistant	N/A	N/A	✓		
Service Requests	N/A	N/A	✓		
System Software	✓	✓	✓		
Workflow	✓	✓	✓		

	Marketing	Sales	Service	3rd Party	Notes
<b>Additional included functionality available with Siebel Communications, Media and Energy CRM, SPE base applications</b>					
Multiple Price Types	✓	✓	✓		
<b>Additional included functionality available with Siebel Financial Services, SPE base applications</b>					
Financial Profile	✓	✓	✓		
Financial Services Service Request	N/A	N/A	✓		
Households	✓	✓	✓		
Members	✓	✓	✓		
<b>Additional included functionality available with Siebel Life Sciences, SPE base applications</b>					
Households	✓	✓	✓		
<b>Additional included functionality available with Siebel Manufacturing CRM, SPE base applications</b>					
Automotive Sales History	N/A	✓		N/A	
Automotive Service History	N/A	N/A	✓		
Automotive Tools	✓	✓	✓		
Vehicles	✓	✓	✓		
Households	✓	✓	✓		
<b>Additional included functionality available with the Siebel Distribution CRM, SPE base application</b>					
Buying Groups	N/A	✓	✓		
Households	✓	✓	✓		
Objectives	N/A	✓	✓		
Visits	N/A	✓	✓		
Routes	N/A	✓	✓		
<b>Additional included functionality available with Siebel Public Sector, SPE base applications</b>					
Households	✓	✓	✓		
Case Management	N/A	✓	✓		
Incident Management	N/A	✓	✓		
Evidence Management	N/A	✓	✓		
Lead Management	N/A	✓	✓		
Immigration Contacts	N/A	✓	✓		
Disease and Medication Management	N/A	✓	✓		

## PRICING NOTES

- 1 Siebel Server Extensions for UNIX is required to operate Siebel on a supported Unix or Linux operating system. See the SR&SP for specifics on supported platforms.
- 2 Application Users of Siebel Collaboration must include anyone that will be part of a collaboration (Siebel-Sharepoint users, Sharepoint only users or both).
- 3 All Siebel Handheld options are certified on a limited list of MS Windows devices (and only MS Windows). Refer to the current Siebel SRSP for a list of certified devices.
- 4 Siebel Handheld (or Selected Add-on) can be used as a stand alone application.
- 5 The Siebel Marketing Server is licensed on the basis of the number of unique Marketing Records (including contact records, prospect records and records in external data sources), which the Customer may access using the Siebel Marketing Server.
- 6 Siebel Communications, Media and Energy customers and Siebel Oil, Gas, and Chemicals customers are recommended to license Siebel CME Quote and Order Capture for Customers when purchasing Siebel Configurator Runtime for Customers.
- 7 The Initial order of Siebel Price Comparison requires approval from VP, CME Product Marketing prior to quoting to a customer.
- 8 Siebel Communications, Media and Energy Quote and Order Capture for Partners is not available in IEOP (Hi) mode. Both Siebel Communications, Media and Energy Partner Commerce and Siebel Communications, Media and Energy Quote and Order Capture for Partners options are required to enable full Siebel Communications, Media and Energy order processing functionality.
- 9 All Siebel Cross-Industry Field Service options become available after ordering Siebel Insurance Field Service.
- 10 Siebel Customer Relationship Console requires approval prior to quoting to a customer.
- 11 Siebel Service Provider Portal cannot be combined with any Partner options.
- 12 Siebel Oil, Gas, and Chemicals Quote and Order Capture for Partners is not available in IEOP (Hi) mode. Both Siebel Oil, Gas, and Chemicals Partner Commerce and Siebel Oil, Gas, and Chemicals Quote and Order Capture for Partners options are required to enable full Siebel Oil, Gas, and Chemicals order processing functionality.
- 13 Customers are highly recommended to contract Oracle Expert Services to install and deploy Siebel Server Sync-Microsoft Exchange Server.
- 14 This is not the same as the Siebel Lead Management module.
- 15 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 be sold with a fixed quantity and cannot be sold with an unlimited quantity, as part of a ULA, capped ULA, or otherwise. The spreadsheet found at <http://my.oracle.com/site/fin/gfo/GlobalProcesses/InboundLicenseRoyalties/index.htm> (on the resulting page, under General Information, click on "Products with Metric and ULA Restrictions") contains a complete list of all products that cannot be licensed with non-standard metrics and cannot be sold with unlimited quantities. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- 16 This product is on Controlled Availability and requires approval. For more information on CA process and approval, please refer to the Siebel Controlled Availability section on eSource at <http://esource.oraclecorp.com> > Home > Price Lists & Supplements > Controlled Availability. At the drop down box, select Siebel CRM. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- 17 Siebel CRM, Professional Edition Bases requires a CX Cloud 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 Solution Assessment for Siebel  
If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

## DEFINITIONS

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Self Service Work Request option in conjunction with EAM, you are required to maintain licenses for the equivalent number of EAM 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.

**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.

**Customer:** is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Expense Report:** is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle 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.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Physical Server:** is defined as each physical server on which the programs are installed.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. 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 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 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 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.

**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 shall not be your employees.

**1K Transactions:** is defined as one thousand unique transactions processed through the program during a 12 month period. A unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

The **Siebel Marketing Server** program is licensed on a Physical Server basis together with the number of unique Customer Records that you may access using the program.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:

<http://edelivery.oracle.com>

**GENERAL LICENSING RULES****TERM DESIGNATION**

Term licensing available for all Siebel Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 ye

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

**5 Year Term:**

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

**4 Year Term:**

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

**3 Year Term:**

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

**2 Year Term:**

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

**1 Year Term:**

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

**ORACLE SUPPORT SERVICES**

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

**Software Update License & Support**

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the appropriate renewal adjustment. Oracle uses two different renewal adjustments: the Inflationary Adjustment Rate (IAR) and the Local Renewal Adjustment (LRA). Support for all licenses is adjusted by the greater of the LRA or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

**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. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

**Advanced Customer Support**

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

**Incident Server Support Packages**

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server:

Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression

Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server:

Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to 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.