



Oracle Engineered Systems Price List
October 1, 2025

Exadata

Prices in USA (Dollar)

	Storage Server Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Exadata Storage Server plus Network Fabric					
Exadata Storage Server X11M Extreme Flash (EF) plus Network Fabric	87,323	10,479	6,986	2,620	1, 29, 30
Exadata Storage Server X11M High Capacity (HC) plus Network Fabric	71,093	8,531	5,687	2,133	1, 29
Exadata Storage Server X11M-Z High Capacity (HC) plus Network Fabric	49,631	5,956	3,970	1,489	1, 29
Exadata Storage Server X11M Extended (XT) plus Network Fabric	45,024	5,403	3,602	1,351	1, 29
	Database Server Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Exadata Database Server plus Network Fabric					
Exadata Database Server X11M (512 GB per Database Server) plus Network Fabric	60,361	7,243	4,829	1,811	1, 29
Exadata Database Server X11M (1.5 TB per Database Server) plus Network Fabric	82,952	9,954	6,636	2,489	1, 29
Exadata Database Server X11M (2.25 TB per Database Server) plus Network Fabric	110,552	13,266	8,844	3,317	1, 29
Exadata Database Server X11M (3 TB per Database Server) plus Network Fabric	180,020	21,602	14,402	5,401	1, 29
Exadata Database Server X11M-Z (768 GB per Database Server) plus Network Fabric	45,369	5,444	3,630	1,361	1, 29
Exadata Database Server X11M-Z (1.125 TB per Database Server) plus Network Fabric	59,178	7,101	4,734	1,775	1, 29
	Database Machine Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Database Machine Base Configurations					
Exadata Database Machine X11M Rack: 2x Exadata Database Server X11M (512 GB) + Chassis	273,636	32,836	21,891	8,209	1, 2, 14, 29, 30
Exadata Database Machine X11M Rack: 2x Exadata Database Server X11M (1.5 TB) + Chassis	318,816	38,258	25,505	9,564	1, 2, 14, 29, 30
Exadata Database Machine X11M Rack: 2x Exadata Database Server X11M (2.25 TB) + Chassis	374,016	44,882	29,921	11,220	1, 2, 14, 29, 30
Exadata Database Machine X11M Rack: 2x Exadata Database Server X11M (3 TB) + Chassis	512,951	61,554	41,036	15,389	1, 2, 14, 29, 30
Exadata Database Machine X11M-Z Rack: 2x Exadata Database Server X11M-Z (768 GB) + Chassis	189,834	22,780	15,187	5,695	1, 2, 14, 29, 30
Exadata Database Machine X11M-Z Rack: 2x Exadata Database Server X11M-Z (1.125 TB) + Chassis	217,434	26,092	17,395	6,523	1, 2, 14, 29, 30

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Prices in USA (Dollar)

	Database Machine Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Database Machine Upgrades					
Exadata Database Machine X11M-Z Rack to X11M Rack Database Server Upgrade	80,500	9,660	6,440	2,415	1, 2
Exadata Database Machine X10M Eighth Rack to Quarter Rack Database Server Upgrade	80,500	9,660	6,440	2,415	1, 2
Memory Upgrade Kit for Exadata Database Machine X10M Eighth Rack to Quarter Rack Database Server Upgrade	5,366	644	429	161	1, 2
Exadata Database Machine X9M-2 Eighth Rack to Quarter Rack Database Server Upgrade	119,382	14,326	9,551	3,581	1, 2
Memory Upgrade Kit for Exadata Database Machine X9M-2 Eighth Rack to Quarter Rack Database Server Upgrade	5,366	644	429	161	1, 2
Exadata Storage Expansion Racks					
Exadata Storage Expansion X11M High Capacity (HC) Quarter Rack	443,991	53,279	35,519	13,320	1, 2, 29
Exadata Storage Expansion X11M Extreme Flash (EF) Quarter Rack	508,913	61,070	40,713	15,267	1, 2, 29, 30
Engineered Systems Memory Expansion Kits					
Memory Expansion Kit - Twenty four 64 GB DDR5 DIMMS (X11M only)	22,143	2,657	1,771	664	2, 4
Memory Expansion Kit - Twenty four 96 GB DDR5 DIMMS (X11M only)	49,743	5,969	3,979	1,492	2, 4
Memory Expansion Kit - Twenty four 128 GB DDR5 DIMMS (X11M only)	119,659	14,359	9,573	3,590	2, 4
Memory Expansion Kit - Twenty four 64 GB DDR5 DIMMS (X10M only)	22,143	2,657	1,771	664	2, 4
Memory Expansion Kit - Twenty four 96 GB DDR5 DIMMS (X10M only)	49,743	5,969	3,979	1,492	2, 4
Memory Expansion Kit - Twenty four 128 GB DDR5 DIMMS (X10M only)	161,115	19,334	12,889	4,833	2, 4
Memory Expansion Kit - Sixteen 64 GB DDR4 DIMMS (X9M only)	21,462	2,575	1,717	644	2, 4
	License Price	Software Update License & Support	Licensing Metric		Notes
Exadata Storage Server Software					
Exadata Storage Server Software	10,000	2,200	Disk Drive		
	20,000	4,400	Flash Drive		
	Price		Licensing Metric		
Exadata System Installation and Software Configuration Services					
See this link for pricing information					
Oracle Consulting Services					
Oracle Consulting Advisory for Oracle Engineered Systems	Global Price Look-up		Each		
Oracle Exadata Implementation Rapid Start Service (ONLY available in USA)	50,000		Each		19

Zero Data Loss Recovery Appliance

Prices in USA (Dollar)

	Zero Data Loss Recovery Appliance Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Zero Data Loss Recovery Appliance					
Zero Data Loss Recovery Appliance RA23 Base Rack	201,204	24,144	16,096	6,036	29
Zero Data Loss Recovery Appliance RA23-Z Base Rack	182,555	21,907	14,604	5,477	29
Zero Data Loss Recovery Appliance RA23 Storage Server	42,253	5,070	3,380	1,268	13, 29
Zero Data Loss Recovery Appliance RA23-Z Storage Server	34,913	4,190	2,793	1,047	13, 29
	License Price	Software Update License & Support	Licensing Metric		Notes
Zero Data Loss Recovery Appliance Software					
Zero Data Loss Recovery Appliance Software	6,000	1,320	Disk Drive		-

Exalogic

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	
Exalogic Elastic Cloud Software				
Exalogic Elastic Cloud Software	10,000	2,200.00	Processor	
	400	88.00	Named User Plus	10
	Price		Licensing Metric	
Exalogic System Installation and Software Configuration Services				
See this link for pricing information				
Oracle Consulting Services				
Oracle Consulting Advisory for Oracle Engineered Systems	Global Price Look-up		Each	

Exalytics

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Notes
Exalytics Software				
Database In-Memory for Exalytics	600	132.00	Named User Plus	20
Exalytics In-Memory Software	370 30,000	81.40 6,600.00	Named User Plus Processor	11 11
Exalytics In-Memory Software for Oracle Hyperion Financial Management Plus	1,000	220.00	Application User	17
	Price		Licensing Metric	
Oracle Consulting Services				
Oracle Consulting Advisory for Oracle Engineered Systems	<u>Global Price Look-up</u>		Each	

Oracle Database Appliance

Prices in USA (Dollar)

	Database Appliance Price	Oracle Premier Support for Systems ³¹ (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Oracle Database Appliance					
Oracle Database Appliance X11-S	24,816	2,978	1,985	744	24, 25
Oracle Database Appliance X11-L	40,241	4,829	3,219	1,207	24, 25
Oracle Database Appliance X11-HA	112,381	13,486	8,990	3,371	6, 25
Oracle Database Appliance Storage Expansion					
Two 6.8 TB NVMe SSDs for Oracle Database Appliance X11-L and X10-L	13,414	1,610	1,073	402	24, 25
Two 6.8 TB NVMe PCIe Cards for Oracle Database Appliance X11-L and X10-L	13,414	1,610	1,073	402	24, 25
Eighteen 22 TB HDDs for Oracle Database Appliance X11-HA and X10-HA	23,876	2,865	1,910	716	6, 25
Oracle Database Appliance X11-HA and X10-HA Storage Expansion - Six 7.68 TB SSDs and Eighteen 22 TB HDDs	87,188	10,463	6,975	2,616	6, 25
Six 7.68 TB SAS SSDs for Oracle Database Appliance X11-HA, X10-HA and X9-2-HA	60,361	7,243	4,829	1,811	6, 25
Oracle Database Appliance X11-HA, X10-HA and X9-2-HA Storage Expansion - Twenty-four 7.68 TB SSDs	248,152	29,778	19,852	7,445	6, 25
Eighteen 18 TB HDDs for Oracle Database Appliance X9-2-HA	23,876	2,865	1,910	716	6, 25
Oracle Database Appliance X9-2-HA Storage Expansion - Six 7.68 TB SSDs and Eighteen 18 TB HDDs	87,188	10,463	6,975	2,616	6, 25
Oracle Database Appliance Memory Expansion Kits					
Memory Expansion Kit - Four 64 GB DIMMS (X11)	6,707	805	537	201	25
Memory Expansion Kit - Eight 32 GB DIMMS	6,707	805	537	201	24, 25
Memory Expansion Kit - Four 64 GB DIMMS (X10)	6,707	805	537	201	25
Memory Expansion Kit - Sixteen 64 GB DIMMS (X9-2L and X9-2-HA)	21,462	2,575	1,717	644	24, 25

Private Cloud Appliance

Prices in USA (Dollar)

	Private Cloud Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
Private Cloud Appliance					
Oracle Private Cloud Appliance X9-2 Base Rack	269,915	32,390	21,593	8,097	
Oracle Private Cloud Appliance X10 Base Rack	269,973	32,397	21,598	8,099	
Oracle Private Cloud Appliance X11 Base Rack	283,514	34,022	22,681	8,505	
Private Cloud Appliance Upgrades					
Oracle Private Cloud Appliance X9-2 Server (for X9 Base Racks)	32,809	3,937	2,625	984	
Oracle Private Cloud Appliance X9-2 Server with 512 GB memory	25,599	3,072	2,048	768	
Oracle Private Cloud Appliance X9-2 Server with 1 TB memory	32,634	3,916	2,611	979	
Oracle Private Cloud Appliance X9-2 Server with 2 TB memory	42,421	5,091	3,394	1,273	
Oracle Private Cloud Appliance X10 Server	52,351	6,282	4,188	1,571	
Oracle Private Cloud Appliance X11 Server	61,258	7,351	4,901	1,838	
Private Cloud Appliance Storage Expansion					
Oracle Private Cloud Appliance X9-2 capacity storage shelf	51,578	6,189	4,126	1,547	8
Oracle Private Cloud Appliance X9-2 performance storage shelf	133,949	16,074	10,716	4,018	8
Oracle Storage Drive Enclosure DE3-24C for Oracle Private Cloud Appliance X10	51,578	6,189	4,126	1,547	8
Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X10	78,968	9,476	6,317	2,369	8
Oracle Storage Drive Enclosure DE3-24C for Oracle Private Cloud Appliance X11	40,221	4,827	3,218	1,207	8
Oracle Storage Drive Enclosure DE3-24P for Oracle Private Cloud Appliance X11	97,282	11,674	7,783	2,918	8

Footnotes

- ¹ Hardware installation and software configuration services are not included.
- ² The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange
- ³ Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.
- ⁴ Memory Expansion Kits include: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.
- ⁵ If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Suite Foundation Edition or Business Intelligence Suite Extended Edition is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Suite Foundation Edition or Business Intelligence Suite Extended Edition.
- ⁶ This product is in Category U, and follows the standard Hardware discounting model.
- ⁸ This product is in Category V, and follows the standard Hardware discounting model.
- ¹⁰ If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.
- ¹¹ If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Suite Foundation Edition, or Business Intelligence Suite Foundation Edition for Oracle Applications, or Business Intelligence Suite Extended Edition or Business Intelligence Suite Foundation Edition for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.
- ¹³ This hardware has two installation options: field installation or factory installation. Please use the configuration tool to pick the appropriate part for your quote.
- ¹⁴ This hardware SKU can be combined with varying quantities of Exadata Database Server plus InfiniBand Infrastructure and Exadata Storage Server plus InfiniBand Infrastructure to achieve Elastic Configurations. See the configuration tool for quoting and more details.
- ¹⁷ The Named User Plus license minimum is 25 Named User Plus licenses per customer AND Exalytics In Memory Software for Oracle Hyperion Financial Management Plus must be licensed for all users of the prerequisite product: Hyperion Financial Management or Hyperion Financial Close Suite. Further, this product has royalty-specific discount restrictions.
- ¹⁹ Oracle Standard System Installation AND (Oracle Exadata OR SuperCluster Configuration Service) must be purchased with Oracle SuperCluster OR Oracle Exadata Implementation Rapid Start Services respectively.
- ²⁰ This product includes limited use Oracle Database Enterprise Edition and limited use Database In-Memory Option. Both are limited to use with Oracle Business Intelligence software and local disk storage only - no attached storage. Additional Oracle Database Options may not be licensed with this product. The minimum is 20 Named User Plus licenses per Customer. Business Intelligence Suite Foundation Edition or Business Intelligence Suite Extended Edition is a licensing pre-requisite for this product. All Database In-Memory for Exalytics users must have license entitlement to either Business Intelligence Suite Foundation Edition or Business Intelligence Suite Extended Edition.
- ²² Valid for use in specific SuperCluster models and multiple quantities may be needed based on the targeted configuration size. Refer to the relevant Oracle SuperCluster documentation for supportability and quantities needed.
- ²³ This hardware SKU can combine an Oracle Database Appliance plus Oracle Database Appliance Storage Expansion plus Oracle Database Appliance Memory Expansion. See the configuration tool for quoting and more details.
- ²⁵ This product is eligible for Oracle Customer Replaceable Unit Service. Base pricing is 3% of net hardware price. Contact your sales representative for more information.
- ²⁹ List prices for Exadata and ZDLRA Trade Agreements Act (TAA) compliant products will be uplifted by 4% when selling these products to Commercial (non-public sector) entities.
- ³⁰ The Exadata Storage Server X10M Extreme Flash (EF) requires quantity 8 storage server software licenses.
- ³¹ Oracle Premier Support for Systems includes support for Hardware, Operating Systems, Integrated Software, and Virtualization.

Definitions

Disk Drive is defined as a storage device that is either a Disk Drive or Flash Drive that stores data accessed by the program.

Flash Drive is defined as a solid state media device that stores data accessed by the Program.

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 Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

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

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

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

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

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

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

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

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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

For the purposes of the following programs: Configuration Management Pack for Applications, 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, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

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

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program 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 users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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

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

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

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

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Software Update License & Support

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

Support Renewals

Prices shown on this price list are annual fees that apply to first year support only. The price of a technical support renewal for Premier Support for Systems or Premier Support for Operating Systems is the technical support fees paid for the same systems in the prior year, increased by the Annual Adjustment Rate (AAR). For hardware with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the AAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the hardware, limits the renewal adjustment. In addition to the AAR, hardware systems are subject to an Aged Hardware Surcharge five years after shipment. For more information on renewal adjustments, contact your Support Sales Advisor.