

**Oracle / DLT Policies
For Education Services & Programs**

Instructor-Led Training ("ILT"): Public Class:

Cancellation Policy:

- Cancel or reschedule registration 7 or more calendar days before the scheduled start date of the class: No charge.
- Reschedule registration 1-6 calendar days prior to the class start date: No charge.
- Cancel registration 1- 6 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

100% Student Satisfaction Program ¹

Instructor-Led Training Private Event:

Cancellation Policy:

- Cancel class 14 or more calendar days before the scheduled start date of the class: No charge.
- Reschedule class 1-13 calendar days prior to the class start date: 50% of the class fee.
- Cancel class 1- 13 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

Public Seminars

Cancellation Policy:

- Cancel registration 7 or more calendar days before the scheduled start date of the class: No charge.
- Cancel registration 1- 6 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

Private Seminars

Cancellation Policy:

- Cancel registration 14 or more calendar days before the scheduled start date of the class: No charge.
- Cancel registration 1- 13 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

Public Live WebClass

Cancellation Policy:

- Cancel registration 7 or more calendar days before the scheduled start date of the class: No charge.
- Cancel registration 1- 6 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

100% Student Satisfaction Program ¹

Private WebClass

Cancellation Policy:

- Cancel registration 14 or more calendar days before the scheduled start date of the class: No charge.
- Cancel registration 1- 13 calendar days prior to the class start date: Charged 50% of the class fee.
- No show for the event, or cancel on the day of the event: Charged 100% of the class fee.

Oracle University Knowledge Center (Single subscription)

- Oracle University Knowledge Center is subject to Oracle University's Knowledge Center Hosting Access Policies. Oracle University's Knowledge Center Hosting Access Policies are located at http://www.oracle.com/education/oukc/hosting_policies.html, and may be updated by Oracle from time to time without notice to the Partner or the end user.
- The end user must accept the terms of the Oracle License and Services Agreement ("OLSA") at the time of account activation.

- Membership is defined as an individual authorized by the end user to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.
- The end user will create and activate an administrator account and password.
- Oracle University Knowledge Center Memberships have defined duration of 1 year. A subscription for such a Membership begins on the day such subscription is received in iLearning, not when the customer activates it.
- The OU Knowledge Center memberships are for use in only in the applicable country or region specified in the end user's order.
- OU Knowledge Center Memberships may not be transferred nor distributed without prior written approval from Oracle. They are non-returnable and non-refundable.
- ORACLE DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.

Oracle University Knowledge Center Passport

- Terms of the Partner Ordering Document for the Oracle University Knowledge Center Passport Service apply.
- Oracle University Knowledge Center Passport is subject to Oracle University's Knowledge Center Hosting Access Policies. Oracle University's Knowledge Center Hosting Access Policies are located at http://www.oracle.com/education/oukc/hosting_policies.html, and may be updated by Oracle from time to time without notice to the Partner or the end user.
- In addition, the end user must accept the terms of the Oracle License and Services Agreement ("OLSA") at the time of account activation.
- Membership is defined as an individual authorized by the end user to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.
- The end user will create and activate an administrator account and password.
- Oracle University Knowledge Center Passport subscriptions have a defined duration of 1 year. A subscription for such a Membership begins on the day such subscription is received in iLearning, not when the customer activates it.
- The OU Knowledge Center Passport memberships are for use in only in the applicable country or region specified on the Oracle Partner Ordering Document for the Oracle University Knowledge Center Passport, unless otherwise specified.
- OU Knowledge Center Memberships may not be transferred nor distributed without prior written approval from Oracle. They are non-returnable and non-refundable.
- ORACLE DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.

Oracle University Knowledge Center Mini Passport

- Oracle University Knowledge Center is subject to Oracle University's Knowledge Center Hosting Access Policies. Oracle University's Knowledge Center Hosting Access Policies are located at http://www.oracle.com/education/oukc/hosting_policies.html, and may be updated by Oracle from time to time without notice to the Partner or the end user.
- The end user must accept the terms of the Oracle License and Services Agreement ("OLSA") at the time of account activation.
- Membership is defined as an individual authorized by the end user to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.
- The end user will create and activate an administrator account and password.
- Oracle University Knowledge Center Memberships have defined duration of 1 year. A subscription for such a Membership begins on the day such subscription is received in iLearning, not when the customer activates it.
- The OU Knowledge Center memberships are for use in only in the applicable country or region specified in the end user's order.
- OU Knowledge Center Memberships may not be transferred nor distributed without prior written approval from Oracle. They are non-returnable and non-refundable.

- ORACLE DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.

PROGRAMS

Self-Study CD (technology based training) Perpetual License

- The end user purchases a perpetual license for the use of Self-Study CDs for the specified number of Named Users. A "Named User" is defined as an individual authorized by the end user to use the Self Study programs, which are installed on single or multiple servers, regardless of whether the individual is actively using the program at any given time. The end user may make copies of the titles for up to the number of Named Users.
- The Self Study programs are for use only in the applicable country or region specified in the end user's order.
- Self-Study CD titles may not be transferred nor distributed without prior written approval from Oracle. They are non-returnable and non-refundable.

Learning Credits

- A minimum purchase of \$1,000 USD price indexed worth of Learning Credits required for each Learning Credits order placed via Oracle Ordering Letter for Learning Credits.
- Learning Credits Definition, Information and Terms and Conditions as defined in the Oracle PartnerNetwork Learning Credits Order Letter:
 1. Upon receiving the information in the Oracle Ordering Letter for Learning Credits from the Partner along with the Partner's Purchase Order, Oracle University will email the end user its specific account number.
 2. Learning credits may be used by the end user who is purchasing them to acquire education products and services offered in the Oracle University online catalogue posted at <http://www.oracle.com/education> under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time the relevant product or service is ordered, and may not be used for any product or service that is subject to a discount or a promotion when the relevant product or service is ordered by the Partner's end user. Applying the relevant discount found in the Oracle Ordering Letter for Learning Credits will reduce the list price. Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to the Partner's order; however, the discount specified in the relevant Oracle Ordering Letter for Learning Credits will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date the Partner's order is accepted by Oracle, and the Partner's end user must acquire products and must use any acquired services prior to the end of such period. The Partner's end user may only use learning credits in the country in which the Partner acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts or combine different learning credit accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. The end user specified on the relevant Oracle Ordering Letter for Learning Credits may only use the learning credits. Learning credits are non-transferable and non-assignable, except as provided in the Oracle PartnerNetwork Education Distribution Agreement specified in the relevant Oracle PartnerNetwork Ordering Letter for Learning Credits. The Partner's end user may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

Oracle Certification Program ("OCP") eVoucher

- All OCP eVoucher reseller orders require a named end user at the time of purchase. The OCP eVoucher is sent to the "Ship To" email address on the order. (Exception: Japan has received an approval exception to place reseller eVoucher orders without a named end user identified at the time of purchase. In this case, the eVoucher is sent to the Partner's email contact.)

- OCP eVouchers are valid for 12 months, and are not valid after the expiration date specified on the OCP eVoucher.
- OCP exams must be completed no later than the expiration date on the OCP eVoucher. Expiration date cannot be extended.
- OCP eVouchers can be used by one person, one time, for one exam discount/fee only.
- OCP eVouchers are non-refundable and non-cancelable and cannot be redeemed for cash or credit.
- OCP eVouchers may be used by the end user/purchaser only, except as permitted by a valid Oracle PartnerNetwork Education Distribution Agreement.
- OCP eVouchers are void if altered or revised in any way.
- Neither Prometric, Authorized Prometric Testing Centers, nor Oracle and its partners is responsible for an OCP eVoucher that is lost or stolen.

NOTES

¹ 100% STUDENT SATISFACTION PROGRAM

100% Student Satisfaction Program is new branding for Oracle University and is part of the overall Oracle corporate branding for lifetime support. The new campaign highlights OU's commitment to a world-class learning experience and investment in our students' success. This program applies only to public Instructor Led Training classes provided by Oracle instructors at Oracle University Ed Centers or at participating OAEC partner locations which are identified as part of the 100% Student Satisfaction Program on www.oracle.com/education at the time the class is purchased. This Program permits the End User to retake the same class, subject to certain terms and conditions. End Users are not entitled to a refund.

The 100% Student Satisfaction Program information can be found at www.oracle.com/education and may be updated by Oracle from time to time without notice to the Partner or End User.

- If an End User is not satisfied with their learning experience in a public ILT class at an Oracle Education Center location or a participating OAEC partner location, the End User can request for a free retake. This applies to End Users who enroll in a public ILT class after July 19, 2006.
- The End User must notify Oracle by emailing Oracle University within 5 business days of the completion of the original class.
- Oracle will then permit the End User to retake the same version of the same class title within 90 days of Oracle's receipt of the notification (or if it is not available during such 90 day period, as soon as the class is available thereafter at the same location or within 50 miles there from).
- The 100% Student Satisfaction Program does not apply: (i) to the retaken class (ii) to a refund entitlement and (iii) if the End User is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control.
- Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate.
Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake.