



27-Sep-18

Greg Carro  
PINELLAS COUNTY  
400 South Fort Harrison Avenue  
CLEARWATER  
FL 33756  
United States

Dear Greg Carro

The technical support services provided under support service number 5742498 will expire, or have expired, on 29-Jan-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 31-Dec-18.

Have a question about your renewal? Call 301-641-0727 or email Oracle at [mavis.waters@oracle.com](mailto:mavis.waters@oracle.com).

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 301-641-0727, Chat on [Store](#), or [Request Assistance](#).



#### GENERAL INFORMATION

<b>OFFER EXPIRATION</b>		<b>ORACLE:</b> Oracle America, Inc.	
<b>Support Service Number:</b>	5742498	<b>Oracle Contact Information:</b> Mavis Waters	
<b>Offer Expires:</b>	29-Jan-19	<b>Telephone:</b>	301-641-0727
		<b>Fax:</b>	
		<b>Email:</b>	mavis.waters@oracle.com
<b>CUSTOMER:</b> PINELLAS COUNTY			
<b>CUSTOMER QUOTE TO</b>		<b>CUSTOMER BILL TO</b>	
<b>Account Contact:</b>	Greg Carro	<b>Account Contact:</b>	Accounts Payable
<b>Account Name:</b>	PINELLAS COUNTY	<b>Account Name:</b>	BOARD OF COUNTY COMMISSIONERS
<b>Address:</b>	400 South Fort Harrison Avenue CLEARWATER FL 33756 United States	<b>Address:</b>	Board of County Commissioners of Pinellas County Finance Division Accounts Payable Dept PO Box 2438 Clearwater FL 33757 United States
<b>Telephone:</b>	727 464-3384	<b>Telephone:</b>	727-464-8389
<b>Fax:</b>		<b>Fax:</b>	
<b>E-mail:</b>	gcarro@pinellascounty.org	<b>E-mail:</b>	@

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 5742498, to Your Oracle Support Sales Representative identified in the table above.

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## SERVICE DETAILS

Program Technical Support Services							
Service Level:		Software Update License & Support					

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle TimesTen In-Memory Database for Exalytics - Named User Plus Perpetual	18841634	100		LIMITED USE OTHER	30-Jan-19	29-Jan-20	2,205.99

**Program Technical Support Fees:      USD      2,205.99**

**Total Price:      USD      2,205.99**

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

## **TECHNICAL SUPPORT SERVICES TERMS**

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, PINELLAS COUNTY represents that Customer has authorized PINELLAS COUNTY to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. PINELLAS COUNTY agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. PINELLAS COUNTY agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of BOARD OF COUNTY COMMISSIONERS to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-TSRAv121510-47251-12-JAN-2012 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

## **ORDER PROCESSING DETAILS**

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD \$2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If PINELLAS COUNTY is a tax exempt organization and is not an U.S. federal government entity, a copy of PINELLAS COUNTY's tax exemption certificate must be submitted with PINELLAS COUNTY's purchase order, credit card or other acceptable form of payment.

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## **PAYMENT DETAILS**

### **Purchase Order**

If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 5742498
- Total Price: USD 2,205.99 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, PINELLAS COUNTY agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

### **Credit Card**

If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD \$100,000 or greater or transactions that are not in USD.

### **Check**

If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 5742498
- Total Price: USD 2,205.99 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, PINELLAS COUNTY agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle America, Inc  
PO Box 44471  
San Francisco, CA 94144-4471

**All Other States:**

Oracle America, Inc  
PO Box 203448  
Dallas, TX 75320-3448