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14-Jan-14

Crystal Ross
CITY OF COLUMBUS
375 S. HIGH ST 4TH FLOOR
COLUMBUS
OH 43215
United States

Dear Crystal Ross

The technical support services provided under support service number 1488683 will expire, or have expired, on 30-May-14. 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 1-May-14.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Israel Alonzo
Oracle Support Services
E-mail: israel.alonzo@oracle.com
Tel.: +17197574107
Fax: +17197574247

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GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	1488683	**Oracle Support Sales Representative:**	Israel Alonzo
Offer Expires:	30-May-14		
		Telephone:	+17197574107
		Fax:	+17197574247
		E-mail:	israel.alonzo@oracle.com
CUSTOMER: CITY OF COLUMBUS			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Crystal Ross	**Account Contact:**	Ken Euman
Account Name:	CITY OF COLUMBUS	**Account Name:**	CITY OF COLUMBUS
Address:	375 S. HIGH ST 4TH FLOOR COLUMBUS OH 43215 United States	**Address:**	MUNICIPAL COURT CLERK 375 S. HIGH STREET 4TH FLOOR COLUMBUS OH 43215 United States
Telephone:	614 645-8056	**Telephone:**	
Fax:		**Fax:**	
E-mail:	RossC@fcmcclerk.com	**E-mail:**	@

"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 1488683, 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
Tuning Pack - Processor Perpetual	3424797	8		FULL USE	31-May-14	30-May-15	1,120.31
Oracle Database Enterprise Edition - Processor Perpetual	3424797	8		FULL USE	31-May-14	30-May-15	44,812.42
Change Management Pack - Processor Perpetual	3424797	8		FULL USE	31-May-14	30-May-15	1,120.31
Oracle Database Enterprise Edition - Named User Perpetual	3424797	10		FULL USE	31-May-14	30-May-15	1,120.31
Diagnostics Pack - Processor Perpetual	3424797	8		FULL USE	31-May-14	30-May-15	1,120.31

Program Technical Support Fees: **USD   49,293.66**

Total Price: **USD   49,293.66**

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.
- 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.

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TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, CITY OF COLUMBUS represents that Customer has authorized CITY OF COLUMBUS to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. CITY OF COLUMBUS agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. CITY OF COLUMBUS 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 CITY OF COLUMBUS 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 fees for technical support have been paid. 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-TSRAv100111-202583-29-SEP-2011 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as a 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.

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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 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. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income. If CITY OF COLUMBUS is a tax exempt organization, a copy of CITY OF COLUMBUS's tax exemption certificate must be submitted with CITY OF COLUMBUS's purchase order, cheque, credit card or other acceptable form of payment

Purchase Order

If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must include the following information:

- Support Service Number: 1488683
- Total Price: USD 49,293.66 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, CITY OF COLUMBUS agrees that the terms of this ordering document 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 shall apply to the technical support services ordered under this ordering document.

Please e-mail or fax the purchase order to Oracle in accordance with the Remittance Details section below.

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: 1488683
- Total Price: USD 49,293.66 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, CITY OF COLUMBUS 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.

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Credit Card Confirmation

If the technical support services on this ordering document will be ordered and paid by credit card, please complete the information in this section and return it to Oracle in accordance with the Remittance Details section below. The credit card used to make payment must be valid for the entire support services term. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

_____
Credit Card Number

_____
Credit Card Type (Visa, MasterCard, AMEX, JCB (for Japan only))

_____
Expiration Date

_____
Billing Address (associated with Credit Card)

_____
City, State, and Zip (associated with Credit Card)

_____
Authorized Signature

_____
Name (as it appears on the credit card)

In issuing this credit card confirmation, CITY OF COLUMBUS 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 credit card confirmation shall apply.

Remittance Details

Purchase orders, credit card details, or payment confirmation for the technical support services ordered under this ordering document should be sent to:

Attn:	Israel Alonzo
	Oracle Support Services
Fax:	+17197574247
E-mail:	israel.alonzo@oracle.com

Checks for the technical support services ordered under this ordering document should be sent to:

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

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

Support Service Number: 1488683

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All Other States:

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

Support Service Number: 1488683