



Oracle Corporation UK Limited

Oracle Parkway  
Thames Valley Park  
Reading  
Berkshire  
RG6 1RA

Telephone: [REDACTED]  
Facsimile: [REDACTED]  
<http://www.oracle.com>

22-Feb-18

Dear [REDACTED]

A support service renewal is expired or about to expire.

The technical support services for support service number [REDACTED] will expire, or have expired on 5-Apr-18.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your Oracle Store account and will be provided through the end date as shown for this renewal in your Oracle Store account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 7-Mar-18. You can see and manage all of your support service renewals anytime on the Oracle Store by clicking the Manage Your Renewals button below.



To log into the Oracle Store, you will need your username and password:

Your Oracle.com username is: [REDACTED]

New Customer? Forgot your password? [REDACTED]

If you are unable to complete your renewal on the Oracle Store, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 7-Mar-18. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question about your renewal? Call [REDACTED] or email Oracle at [REDACTED].

**Company Reg. No. 1782505**  
Registered in England and Wales  
Registered Office: as above



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

<b>OFFER EXPIRATION</b>	<b>ORACLE:</b> Oracle Corporation UK Limited
<b>Support Service Number:</b> [REDACTED] <b>Offer Expires:</b> 5-Apr-18	<b>Oracle Contact Information:</b> [REDACTED] <b>Telephone:</b> [REDACTED] <b>Fax:</b> <b>Email:</b> [REDACTED]
<b>CUSTOMER:</b> Department of Health	
<b>CUSTOMER QUOTE TO</b> <b>Account Contact:</b> [REDACTED] <b>Account Name:</b> Department of Health <b>Address:</b> Quarry House Quarry Hill Leeds LS2 7UE United Kingdom <b>Telephone:</b> [REDACTED] <b>Fax:</b> <b>E-mail:</b> [REDACTED]	<b>CUSTOMER BILL TO</b> <b>Account Contact:</b> Accounts Payable <b>Account Name:</b> Department of Health <b>Address:</b> Room 530 , Richmond House 79 Whitehall London SW1A 2NS United Kingdom <b>Telephone:</b> <b>Fax:</b> <b>E-mail:</b> [REDACTED]

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [REDACTED] account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number [REDACTED], to Oracle per the General Information section above.

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## SERVICE DETAILS

<b>Program Technical Support Services</b>							
<b>Service Level: Software Update License &amp; Support</b>							

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Internet Developer Suite - Named User Plus Perpetual	19516247	6		FULL USE	6-Apr-18	5-Apr-19	██████████

**Program Technical Support Fees:    GBP    1,308.61**

**Total Price:    GBP    1,308.61**

Plus applicable tax

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### NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

## **TECHNICAL SUPPORT SERVICES TERMS**

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Department of Health represents that Customer has authorized Department of Health to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Department of Health services ordered are for the sole benefit of Customer and shall only be used by Customer. Department of Health agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Department of Health to make timely payment per the terms of this renewal order 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 renewal order.

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 renewal order.

The current version of the technical support policies may be accessed at

The technical support services renewed under this renewal order are governed by the terms and conditions of the applicable agreement identified below ("agreement"):

- The agreement that You executed for technical support services for the programs and/or hardware listed in the Service Details section above with Oracle or a vendor acquired by Oracle. 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; or
- If You do not have an existing agreement for technical support services with Oracle, You agree that the terms of the Oracle Master Agreement v102315 located at [REDACTED] govern the provision of technical support services renewed under this renewal order, as well as Your rights to use updates and other materials provided or made available by Oracle under technical support services. If applicable, You should review the Oracle Master Agreement v102315 prior to entering into this renewal order.

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

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## **RENEWAL PROCESSING DETAILS**

**Please renew the technical support services on this renewal order on the [REDACTED]**

If You are unable to renew using the Oracle Store, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle.

Please note that if the pre-tax value of this renewal is USD [REDACTED] or less, the technical support services ordered must be paid by credit card; or You must renew Your support on the [REDACTED]

**Technical Support fees are invoiced Full in Advance. All fees payable to Oracle are due within GB\_30 NET from date of invoice.**

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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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: [REDACTED]
- Total Price: GBP 1,308.61 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Department of Health 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 GBP.

**Payment Confirmation**

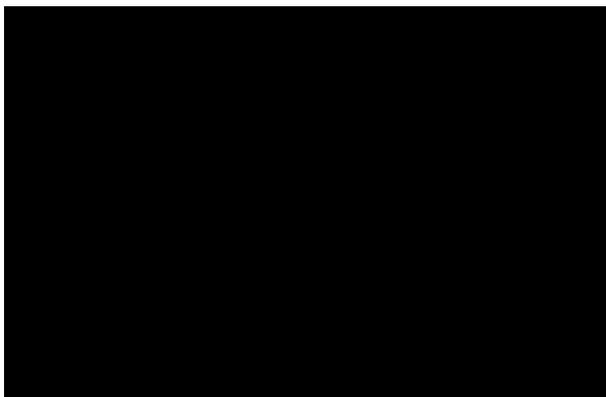
If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

Department of Health does not issue purchase orders.

Department of Health does not require a purchase order for the services ordered hereto.

Department of Health certifies that the information provided above is accurate and complies with Department of Health's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Department of Health agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Department of Health's commitment to pay for the services ordered in accordance with the terms of this renewal order.



Signature Date

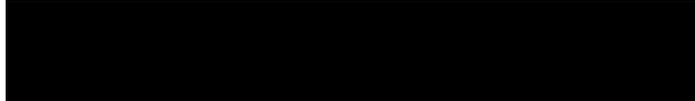
Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



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## Spotlight on Support Services & Special Offers

**Extended Support** puts you in control of your Database, Middleware, and Applications upgrade strategy by providing additional maintenance and upgrades for Oracle Database, Oracle Fusion Middleware, and Oracle Applications for an additional fee. For more information contact Oracle per the per the General Information section above or click the Learn more about Extended Support button below.



Are you looking to **reduce your application management costs** while improving the performance and security of your on premises Oracle Applications? With Oracle Managed Applications Unlimited you can realize these benefits with no upfront costs and a smooth transition of your business critical Oracle applications to Oracle Cloud.



**Limited-time Training promotion from Oracle University:** Save 20% on a prepaid Learning Credit account that you can use towards any Oracle University product or service, including Oracle Learning Subscription services, which offer anytime, anywhere training for you to maximize productivity while you learn. This promotion is valid 90 days prior to and 30 days following the expiration date specified above. This promotion is not valid in conjunction with any other Oracle University discounts or promotions, for US public-sector customers, or as otherwise prohibited by law. A minimum order of USD 5,000 is required. Please visit  for more details and to purchase your prepaid Learning Credit account.

