TARADIGM

# Recurring Support Agreements

The first year of Oracle "Software Update License & Support," includes: updates, upgrades and technical support. Recurring support contract renewals are processed by Oracle directly; the contact identified in the accepted Transactional - Oracle Master Agreement (TOMA), Oracle's ELUA, will be contacted by the Oracle support renewal team in advance of the renewal date. It is recommended that you keep note of your renewal term and contact Oracle directly if you do not receive communication prior to your renewal date.

The second year support fee is itemized in the quote provided by Taradigm, and/or the product listing in the Taradigm webstore. Oracle will apply a 15% uplift annually to the subsequent support renewal fees.