Oracle Israel Ltd.

Hamerton House
18 Aharon Barth St. Kiryat-Arye
PO Box 3226
Petach Tikva 4951448

9-Jul-20

Dear Riva Shirazi

A support service renewal is expired or about to expire.

The technical support services for support service number 1937593 will expire, or have expired on 31-Dec-20.

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 My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals 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 2-Dec-20. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

Quick Checkout **Manage Your Renewals**

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **RIVAS@WATER.GOV.IL**
New Customer? Forgot your password? Reset.

If you are unable to complete your renewal on My Support Renewals, 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 2-Dec-20. 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 972-972-37233948 or email Oracle at yael.weitz@oracle.com**.**

ORACLE

TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle Israel Ltd	
Support Service Number:	1937593	**Oracle Contact Information:** Yael Weitz	
Offer Expires:	31-Dec-20	**Telephone:** 972-972-37233948 **Fax:** **Email:** yael.weitz@oracle.com	
CUSTOMER: Water Commission - Ministry Of National Infrastructures			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Riva Shirazi	**Account Contact:**	Riva Shirazi
Account Name:	Water Commission - Ministry Of National Infrastructures	**Account Name:**	Water Commission - Ministry Of National Infrastructures
Address:	ת.ד. 20365 המסגר 14 תל אביב 61203 Israel	**Address:**	ת.ד. 20365 המסגר 14 תל אביב 61203 Israel
Telephone:	3 6369682	**Telephone:**	3-6369682
Fax:		**Fax:**	
E-mail:	rivas@water.gov.il	**E-mail:**	rivas@water.gov.il

"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 My Support Renewals 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 1937593, to Oracle per the General Information section above.

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 Internet Developer Suite - Named User Perpetual	10208	1	NAMED USER		1-Jan-21	31-Dec-21	4,382.48
Oracle Internet Developer Suite - Named User Single Server	10208	1	NAMED USER - SINGLE SERVER		1-Jan-21	31-Dec-21	3,752.10
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	13866432	130		FULL USE	1-Jan-21	31-Dec-21	35,101.93

Program Technical Support Fees: ILS 43,236.51

Total Price: ILS 43,236.51

Plus applicable tax

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, Water Commission - Ministry Of National Infrastructures represents that Customer has authorized Water Commission - Ministry Of National Infrastructures to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Water Commission - Ministry Of National Infrastructures services ordered are for the sole benefit of Customer and shall only be used by Customer. Water Commission - Ministry Of National Infrastructures 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 Water Commission - Ministry Of National Infrastructures 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 http://www.oracle.com/us/support/policies/index.html.

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 Online Transactional Oracle Master Agreement located at https://www.oracle.com/corporate/contracts/contract-documents/master-agreement.html, that is in effect at the time You accept Your renewal order, govern the provision of technical support services ordered 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 Online Transactional Oracle Master Agreement 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.

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on My Support Renewals.

If You are unable to renew using My Support Renewals, 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.

Technical Support fees are invoiced Full in Advance. All fees payable to Oracle are due within IL-2 Months 31 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.

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: 1937593
- Total Price: ILS 43,236.51 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Water Commission - Ministry Of National Infrastructures 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 shall 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.

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.

____ Water Commission - Ministry Of National Infrastructures does not issue purchase orders.
____ Water Commission - Ministry Of National Infrastructures does not require a purchase order for the services ordered hereto.

Water Commission - Ministry Of National Infrastructures certifies that the information provided above is accurate and complies with Water Commission - Ministry Of National Infrastructures'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, Water Commission - Ministry Of National Infrastructures 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 Water Commission - Ministry Of National Infrastructures's commitment to pay

for the services ordered in accordance with the terms of this renewal order.

Water Commission - Ministry Of National Infrastructures

_____
Authorized Signature

_____
Name

_____
Title

_____
Signature Date

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

ORACLE

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.

Learn more about Extended Support

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.

Learn more about Oracle Advanced Customer Services

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 http://education.oracle.com/renewaloffer for more details and to purchase your prepaid Learning Credit account.

Learn more about Oracle University