

26-Aug-24

Dear Yossi Reznick

**Your technical support services are due for renewal.**

**Support Service Number:** 4149457

**Support Start Date:** 1-Jan-25

**Amount Due:** USD 34,656.91 (excluding applicable tax)

To avoid any interruption in these services, please complete your renewal by 2-Dec-24.

Oracle would like to thank you for your continued business.

Have a question about your renewal? Call 972-972503165665 or email Oracle at [maya.granot@oracle.com](mailto:maya.granot@oracle.com).



## Technical Support Services Renewal Order

### General Information

**Customer:** Water Commission - Ministry Of National Infrastructures

**Support Service Number:** 4149457

**Offer Expires:** 31-Dec-24

**Oracle:** Oracle Israel Ltd

**Oracle Contact Information:**

Maya Granot

Call: 972-972503165665

Email: maya.granot@oracle.com

Online Renewals can be viewed and accepted on [My Support Renewals](#)

#### Customer Quote To

Yossi Reznick

Water Commission - Ministry Of National Infrastructures

Bank Israel 7 St

JERUSALEM

9195021

Israel

747677409

YossiR@water.gov.il

#### Customer Bill To

Yossi Reznick

Water Commission - Ministry Of National Infrastructures

Bank Israel 7 St

JERUSALEM

9195021

Israel

-747677409

YossiR@water.gov.il

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

Please ensure the Quote To and Bill To details above are correct, especially the email addresses, as Oracle will usually deliver communications, including Your invoice, to the respective email address.

## 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 Diagnostics Pack - Named User Plus Perpetual	17419620	150		FULL USE	1-Jan-25	31-Dec-25	1,385.44
Oracle Tuning Pack - Named User Plus Perpetual	17419620	150		FULL USE	1-Jan-25	31-Dec-25	1,385.44
Oracle Database Enterprise Edition - Named User Plus Perpetual	17419657	150		FULL USE	1-Jan-25	31-Dec-25	18,817.81

**Program Technical Support Fees: USD 21,588.69**

### 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-25	31-Dec-25	1,324.60
Oracle Internet Developer Suite - Named User Single Server	10208	1	NAMED USER - SINGLE SERVER		1-Jan-25	31-Dec-25	1,134.07
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	13866432	130		FULL USE	1-Jan-25	31-Dec-25	10,609.55

**Program Technical Support Fees: USD 13,068.22**

**Total Price: USD 34,656.91**

Excluding 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 agrees that the 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**

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: 4149457
- Total Price: USD 34,656.91 (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 ordered under this renewal order.

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

**Ignore this section if accepting via DocuSign, refer to the DocuSign signatory box below:**

**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 shall 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.

<b>Agreed and acknowledged via DocuSign</b>	
Authorized Signature:	_____
Name:	_____
Title:	_____
Signature Date:	_____