



Oracle (MPL)

Oracle Building No. 3
Shams Zayed Road
P.O. Box 111004
Dubai
United Arab Emirates

26-Aug-25

Dear Issam Hajj Ali

Your technical support services are due for renewal.

Support Service Number: 4762789

Support Start Date: 25-Nov-25

Amount Due: USD 154,407.63 (excluding applicable tax)

To avoid any interruption in these services, please complete your renewal by 26-Oct-25.

Oracle would like to thank you for your continued business.

Have a question? Call 97143909532, [Chat on My Support Renewals](#), or [find answers and get help](#).



Technical Support Services Renewal Order

General Information

Customer: Banque Du Liban

Support Service Number: 4762789

Offer Expires: 31-Aug-25

Oracle: Oracle MEO

Oracle Contact Information:

Oracle Premier Support Renewal Center

Call 9/143909332

[Chat on My Support Renewals](#)

[Click to find answers and get help](#)

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

Customer Quote To	Customer Bill To
Issam Hajj Ali	Ali Nahje
Banque Du Liban	Banque Du Liban
Sarhal Bldg. 703	Information Technology Masref Louhnan Street Masref
Namra St	Louhnan Building D 16 11-5544 Beirut Lebanon
Beirut	Lebanon
Lebanon	Lebanon
+9611750000 (ext 6475)	+961134 3400
I.Hajjali@bd.gov.lb	ANahje@bd.gov.lb

"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 Advanced Compression - Named User Plus Perpetual	17727939	450		FULL USE	25-Nov-25	24-Nov-26	6,240.45
Oracle Business Intelligence Suite Enterprise Edition Plus - Named User Plus Perpetual	17727939	150		FULL USE	25-Nov-25	24-Nov-26	18,144.10
Oracle Database Enterprise Edition - Named User Plus Perpetual	17727939	950		FULL USE	25-Nov-25	24-Nov-26	77,723.20
Oracle Data Integrator Enterprise Edition - Processor Perpetual	17727939	18		FULL USE	25-Nov-25	24-Nov-26	25,078.84
Oracle Database Plus - Named User Plus Perpetual	17727939	25		FULL USE	25-Nov-25	24-Nov-26	4,384.83
Oracle Partitioning - Named User Plus Perpetual	17727939	450		FULL USE	25-Nov-25	24-Nov-26	6,240.45
Oracle Real Application Clusters - Named User Plus Perpetual	17727939	600		FULL USE	25-Nov-25	24-Nov-26	16,692.51
Oracle WebLogic Server Enterprise Edition - Named User Plus Perpetual	17727939	180		FULL USE	25-Nov-25	24-Nov-26	5,443.22

Program Technical Support Fees: USD 154,407.63

Total Price: USD 154,407.63

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, Banque Du Liban represents that Customer has authorized Banque Du Liban to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Banque Du Liban agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Banque Du Liban 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 Banque Du Liban 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 60 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.

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: 4762789
- Total Price: USD 154,407.63 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Banque Du Liban 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.

___ Banque Du Liban does not issue purchase orders.

___ Banque Du Liban does not require a purchase order for the services ordered hereto.

Banque Du Liban certifies that the information provided above is accurate and complies with Banque Du Liban'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, Banque Du Liban 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 Banque Du Liban's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Banque Du Liban

Authorized Signature

Name

Title

Signature Date

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

Payment for the technical support services ordered hereto should be sent to:

ORACLE SYSTEMS LIMITED

Dubai Internet City, United Arab Emirates



Agreed and acknowledged via DocuSign

Authorized Signature: _____

Name: _____

Title: _____

Signature Date: _____