



16-Dec-15

Imran Batada
Institute of Business Administration (IBA)
City Campus Garden Rd.
Karachi
74400
Pakistan

Dear Imran Batada

The technical support services provided under support service number 5180945 will expire, or have expired, on 21-Feb-16. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 23-Jan-16.

Please note the following current promotion:

- **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.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Aayushi Anal
Oracle Support Services
E-mail: aayushi.anal@oracle.com
Tel.:
Fax:



GENERAL INFORMATION

OFFER EXPIRATION	ORACLE: Oracle Singapore
Support Service Number: 5180945 Offer Expires: 21-Feb-16	Oracle Support Sales Representative: Aayushi Anal Telephone: Fax: E-mail: aayushi.anal@oracle.com
CUSTOMER: Institute of Business Administration (IBA)	
CUSTOMER QUOTE TO Account Contact: Imran Batada Account Name: Institute of Business Administration (IBA) Address: City Campus Garden Rd. Karachi 74400 Pakistan Telephone: 92 21-38103005 Fax: E-mail: iarahman@iba.edu.pk	CUSTOMER BILL TO Account Contact: Imran Batada Account Name: Institute of Business Administration (IBA) Address: City Campus Garden Rd. Karachi 74400 Pakistan Telephone: 92-21-38103005 Fax: E-mail: iarahman@iba.edu.pk

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 5180945, to Your Oracle Support Sales Representative identified in the table 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 Database Enterprise Edition - Processor Perpetual	16703499	2		LIMITED USE OTHER	22-Feb-16	21-Feb-17	3,447.94
Oracle Real Application Clusters - Processor Perpetual	16703499	2		LIMITED USE OTHER	22-Feb-16	21-Feb-17	158,605.24
PeopleSoft Enterprise Campus Self Service - FTE Student Perpetual	16703499	2000		FULL USE	22-Feb-16	21-Feb-17	80,451.93
PeopleSoft Enterprise Contributor Relations - Application User Perpetual	16703499	5		FULL USE	22-Feb-16	21-Feb-17	7,757.87
PeopleSoft Enterprise Gradebook - FTE Student Perpetual	16703499	2000		FULL USE	22-Feb-16	21-Feb-17	27,583.51
PeopleSoft Enterprise Interaction Hub - Application User Perpetual	16703499	5		FULL USE	22-Feb-16	21-Feb-17	327,554.29
PeopleSoft Enterprise Student Administration - FTE Student Perpetual	16703499	2000		FULL USE	22-Feb-16	21-Feb-17	425,245.91

Program Technical Support Fees: PKR 1,030,646.69

Total Price: PKR 1,030,646.69

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your 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 ordering document 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 for the applicable programs and/or hardware for which You are purchasing technical support

services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Institute of Business Administration (IBA) represents that Customer has authorized Institute of Business Administration (IBA) to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. Institute of Business Administration (IBA) agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Institute of Business Administration (IBA) agrees to advise Customer of the terms of this ordering document 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 ordering document; and b) any failure of Institute of Business Administration (IBA) to make timely payment per the terms of this ordering document 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 ordering document.

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 ordering document. 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 acquired under this ordering document 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, or a vendor acquired by Oracle, You agree that the terms of the Oracle Master Agreement V101614 located at <https://www.oracle.com/corporate/contracts/oma-services/index.html> govern the provision of technical support services ordered under this ordering document, 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 V101614 prior to entering into this ordering document.

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

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order or payment confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Technical Support fees are invoiced Full in Advance. All fees payable to Oracle are due within 30 Days Net from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Purchase Order

If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 5180945
- Total Price: PKR 1,030,646.69 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Institute of Business Administration (IBA) agrees that the terms of this ordering document 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 ordering document.

Please e-mail or fax the purchase order to Oracle in accordance with the Remittance Details section below.

Payment Confirmation

If the technical support services on this ordering document cannot be ordered and paid under a purchase order, please complete this payment confirmation and return it to Oracle in accordance with the Remittance Details section below. Please initial the following statement that best applies to You.

____ Institute of Business Administration (IBA) does not issue purchase orders.

____ Institute of Business Administration (IBA) does not require a purchase order for the services ordered hereto.

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

The signature below affirms Institute of Business Administration (IBA)'s commitment to pay for the services ordered in accordance with the terms of this ordering document.

Institute of Business Administration (IBA)

Authorized Signature

Name

Title

Signature Date

Remittance Details

Purchase orders or payment confirmation for the technical support services ordered under this ordering document should be sent to:

Attn: Aayushi Anal
Oracle Support Services
Fax:
E-mail: aayushi.anal@oracle.com