

# Oracle PaaS and IaaS Public Cloud Services

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# Table of Contents

Scope	1
Oracle Cloud Objective Policy: Target Service Uptime	1
Category 1	1
Category 2	2
Category 3	2
Category 4	3
Category 5	3
Category 6	4
Category 7	4
Oracle Cloud Security Policy	14
Physical Security Safeguards	14
Oracle Cloud Service Continuity Policy	14
Oracle Cloud Services High Availability Strategy	14
Oracle Cloud Service Level Objective Policy	14
Oracle Cloud Change Management Policy	14
Emergency Maintenance	14
Data Center Migrations	14
Oracle Cloud Support Policy	15
Oracle Cloud Suspension and Termination Policy	15

## Scope

This document applies to Oracle PaaS and IaaS Public Cloud Services purchased by You, and supplements the *Oracle Cloud Hosting and Delivery Policies* incorporated into Your order.

## Oracle Cloud Objective Policy: Target Service Uptime

Following the end of each calendar month of the applicable Services Period, Oracle measures the Service Availability Level or Service Uptime for Oracle PaaS and IaaS Public Cloud Services over the immediately preceding month. The Target Service Uptime for Oracle PaaS and IaaS Public Cloud Services, as well as the calculation of the measured Service Uptime and definition of Unplanned Downtime, is set forth in and subject to the Oracle Cloud Service Level Objective Policy of the *Oracle Cloud Hosting and Delivery Policies* and as otherwise defined below for specific categories of Oracle PaaS and IaaS Public Cloud Services.

### Category 1

#### Service Commitment

Commencing at Oracle's activation of the applicable Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Database Cloud Service
2. Oracle Java Cloud Service
3. Oracle Application Container Cloud Service
4. Oracle SOA Cloud Service
5. Oracle API Manager Cloud Service
6. Oracle Managed File Transfer Cloud Service
7. Oracle Database Exadata Cloud Service
8. Oracle GoldenGate Cloud Service
9. Oracle MySQL Cloud Service
10. Oracle Data Integrator Cloud Service
11. Oracle WebCenter Portal Cloud Service
12. Oracle Event Hub Cloud Service
13. Oracle Big Data Cloud Service – Compute Edition
14. Oracle API Platform Cloud Service
15. Oracle Data Integration Platform Cloud
16. Oracle Visual Builder Cloud Service
17. Oracle Integration Cloud
18. Oracle Cloud Infrastructure – Database Exadata
19. Oracle Apiary Cloud Service
20. Oracle Self Service Integration Cloud
21. Oracle Autonomous Visual Builder Cloud

#### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 1:

1. "Unavailable" or "Unavailability" means:
  - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity to any of Your instances.

## Category 2

### Service Commitment

Commencing at Oracle's activation of the Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.9% for the following:

1. Oracle Database Backup Service
2. Oracle Cloud Infrastructure Object Storage Classic

### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 2:


1. "Service Uptime" is measured by Oracle over the immediately preceding month by subtracting from 100 the addition of the Error Rate of each hour of that month, dividing the sum of those Error Rates by the total number of hours in that month, and multiplying the result by 100 to reach a percent figure.
2. "Error Rate" is the total number of Failed Service REST API Calls in a one-hour time interval in the measured month of the Services Period divided by the total number of Service REST API Calls during that one-hour time interval.
3. A "Service REST API Call" is any HTTP Request that fulfills the service's REST API specification.
4. A "Failed Service REST API Call" is any Service REST API Call processed by Your User that results in a 5xx (Server Error) class of status code.

## Category 3

### Service Commitment

Commencing at Oracle's activation of the Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Messaging Cloud Service
2. Oracle Database Cloud Service – Multitenant Edition
3. Oracle Java Cloud Service – SaaS Extension
4. Oracle Application Builder Cloud Service
5. Oracle Business Intelligence Cloud Service
6. Oracle Data Visualization Cloud Service
7. Oracle Documents Cloud Service
8. Oracle Sites Cloud Service
9. Oracle Integration Cloud Service
10. Oracle Internet of Things Cloud Service
11. Oracle Internet of Things Cloud Service – Enterprise
12. Oracle Internet of Things Production Monitoring Cloud Service
13. Oracle Internet of Things Asset Monitoring Cloud Service
14. Oracle Application Performance Monitoring Cloud Service
15. Oracle IT Analytics Cloud Service
16. Oracle Log Analytics Cloud Service
17. Oracle Mobile Cloud Service
18. Oracle Process Cloud Service

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19. Oracle Big Data Preparation Cloud Service
  20. Oracle Big Data Discovery Cloud Service
  21. Oracle Database Exadata Express Cloud Service
  22. Oracle Identity Cloud Service
  23. Oracle CASB Cloud Service
  24. Oracle Analytics Cloud
  25. Oracle Cloud Infrastructure Identity and Access Management
  26. Oracle Mobile Cloud Enterprise
  27. Oracle Autonomous Data Warehouse Cloud
  28. Oracle Content and Experience Cloud
  29. Oracle Management Cloud
  30. Oracle Autonomous Analytics Cloud
  31. Oracle Autonomous Integration Cloud

### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 3:

1. “Unavailable” or “Unavailability” means:
  - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your instances.

### Category 4

#### Service Commitment

Commencing at Oracle's activation of the Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Big Data Cloud Service – Starter Pack – 3 Nodes
2. Oracle Big Data SQL Cloud Service

### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 4:


1. “Unavailable” or “Unavailability” means:
  - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external connectivity for all Your nodes.

### Category 5

#### Service Commitment

Commencing at Oracle's activation of the Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.95% for the following:

1. Oracle Cloud Infrastructure Compute Classic
2. Oracle Cloud Infrastructure Container Service Classic
3. Oracle Cloud at Customer
4. Oracle Database Exadata Cloud at Customer
5. Oracle Cloud Infrastructure Ravello Service
6. Oracle Cloud Infrastructure Dedicated Compute Classic

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7. Oracle Cloud Infrastructure Load Balancer Classic
  8. Oracle Cloud Infrastructure Load Balancer

#### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 5:

1. “Unavailable” or “Unavailability” means:
  - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents:
    - a. External connectivity for all Your instances, and
    - b. Access to Your attached block storage volumes.

#### Category 6

##### Service Commitment

Commencing at Oracle’s activation of the Oracle PaaS and IaaS Public Cloud Service, Oracle works to meet the Target Service Uptime of 99.9% for the following:

1. Oracle Cloud Infrastructure Network Classic

#### Definitions

The following definitions apply for purposes of calculating the Service Uptime of the Oracle PaaS and IaaS Public Cloud Services included within this Category 6:

1. “Unavailable” or “Unavailability” means:
  - a. Any time during which a problem with the Oracle PaaS and IaaS Public Cloud Service prevents external IP level connectivity for all the Oracle PaaS and IaaS Public Cloud Services that are configured for access via FastConnect.

“Unavailable” or “Unavailability” does not include any time during which the Oracle PaaS and IaaS Public Cloud Services or any service component are unavailable as caused by or resulting from Your Network Service Provider or Equinix Cloud Exchange.

#### Category 7

For the Category 7 services listed below, the following section, Service Level Agreements applies in lieu of section 3 of the *Oracle Cloud Hosting and Delivery Policies*.

1. Oracle Cloud Infrastructure Compute
2. Oracle Cloud Infrastructure Block Volume
3. Oracle Cloud Infrastructure Database
4. Oracle Cloud Infrastructure Object Storage
5. Oracle Cloud Infrastructure FastConnect

## Service Level Agreements



The following terms apply to all of the subsections within this section (Service Level Agreements).

## Definitions

- “Availability Domain” refers to one or more data centers located with a Region. Availability domains are separate from each other and fault tolerant.
- “Block Size” refers to the maximum length of a sequence of bytes or bits (specifically for data transmission and storage).
- “CSI” refers to a customer support identification number that is issued to customers and enables them to file support requests via My Oracle Support.
- “Demarcation Point” is the physical point at which a telecommunications company's public network ends and the Oracle network begins.
- “FIO” is a benchmarking and workload simulation tool. FIO synthetically simulates performance numbers for various types of workloads, block size and read write mix.
- “IOPS” (which is also referred to as input/output operations per second) is a metric used to characterize performance of storage devices such as hard disks (HDD), solid state drives (SSD) and storage area networks (SAN).
- “Micro Region” refers to a Region where Oracle has fewer than three Availability Domains.
- “OCIDs” are unique identifiers for resources in the Oracle Cloud Infrastructure cloud and that contain metadata about the resources.
- “Region” refers to a localized geographic area where one or more Oracle data centers are located.
- “VCN” is a customizable private network within the Oracle Cloud Infrastructure cloud.

## Service Credits

Service credits (“**Service Credits**”) are calculated as a percentage of the net fees You have paid to Oracle for an Oracle Cloud Infrastructure Service in the month in which any applicable Service Commitment (as defined below) was not met and are credited to You in the calendar month following Oracle’s approval of Your claim (as described below). Service Credits are Your sole and exclusive remedy when Oracle has not met any of the Service Commitments set forth in this section (Service Level Agreements) with respect to the applicable Oracle Cloud Infrastructure Service. Service Credits will only be provided for the specific Oracle Cloud Infrastructure Service for which the applicable Service Commitment has not been met.

If You have purchased Oracle Cloud Infrastructure Services under the Pay as you Go model (described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), Oracle will calculate Service Credits as a portion of Your actual usage of the part number that corresponds to the applicable Oracle Cloud Infrastructure Service for which the applicable Service Commitment was not met (the “**Non-Compliant Service**”) multiplied by Pay as you Go rates for the part number for the Non-Compliant Service. Service Credits will be added to Your Pay as you Go balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the calendar month in which the Service Credits are granted. Any unused Service Credits will expire at the end of the calendar month in which the Service Credits are granted, and You may not carry those Service Credits over to another month.

If You have purchased Oracle Cloud Infrastructure Services under the Monthly Universal Credit model (described in the Oracle PaaS and IaaS Universal Credits Service Descriptions document), Oracle will calculate the Service Credits as a portion of the actual usage of the part number that corresponds to the Non-Compliant Service multiplied by the rates (as listed in Your order) for the part number for the Non-Compliant Service. Service Credits will be added to Your Monthly Universal Credit balance in the calendar month following Oracle’s approval of Your claim. You must use those Service Credits within the calendar month in which the Service Credits are granted. Any unused Service Credits will expire at the end of the calendar month in which the Service Credits are granted, and You may not carry those Service Credits over to another month.

## Claims

In order to be considered to receive Service Credits, You must file a claim with Oracle in accordance with the terms listed in this subsection. You must submit the claim either through the “My Oracle Support” portal or by contacting Your customer success manager and You must include all of the information required for Oracle to

validate the claim, including but not limited to:

- (i) a detailed description of the circumstances for Your claim that the named Oracle Cloud Infrastructure Service did not meet the applicable Service Commitment;
- (ii) information regarding the time and duration of the downtime that caused the named Oracle Cloud Infrastructure Service not to meet the applicable Service Commitment;
- (iii) the names of the Oracle Cloud Infrastructure Service(s) that did not meet the applicable Service Commitment(s);
- (iv) the Region in which the named Oracle Cloud Infrastructure Service did not meet the applicable Service Commitment;
- (v) the names of the relevant OCIDs, including tenancy OCID, compartment(s) OCID, and affected resource OCID(s);
- (vi) a description of Your attempts to resolve the issue at the time of occurrence;
- (vii) relevant documentation/logs such as audit console, OS events/logs that can confirm that the named Oracle Cloud Infrastructure Service did not meet the applicable Service Commitment.

In order for Oracle to consider a claim, Oracle must receive the claim within 30 calendar days from when the issue occurred that caused the named Oracle Cloud Infrastructure Service not to meet the applicable Service Commitment. For example, if the issue occurred on June 1, Oracle must receive the claim and all required information by July 1. Oracle will use commercially reasonable efforts to process claims within 60 days of Oracle's receipt of a claim. You must continue to be in compliance with the Oracle Cloud Services Agreement in order for You to be eligible to receive Service Credits.

### Resolution of Conflicting Service Level Agreement Offering

Oracle offers several different service level agreements as defined in this section (Service Level Agreements). In the event an issue were to trigger multiple instances where a Service Commitment (as defined below in each subsection) for a particular Oracle Cloud Infrastructure Service is not met, Oracle will resolve the issue in accordance with the least restrictive service level agreement and You may receive Service Credits only for the service level agreement listed under the "Resolution order" column in the table below. Service level agreements range from least restrictive (data plane) to more restrictive (control plane) to most restrictive (performance).

Service	SLAs types offered			Resolution order
	Data Plane	Control Plane	Performance	
Oracle Cloud Infrastructure Compute and Oracle Cloud infrastructure Block Volume	Data Plane	Control Plane	Performance	Data plane followed by control plane followed by performance
Oracle Cloud Infrastructure Object Storage	Data Plane			Data Plane
Oracle Cloud Infrastructure FastConnect	Data Plane			Data Plane
Oracle Cloud Infrastructure DataBase		Control Plane		Control Plane

### Common Exclusions

The following exclusions apply to services in Category 7:

The Service commitment does not apply to any unavailability of the applicable Oracle Cloud Infrastructure Service for which the applicable Service Commitment was not met (the **"Non-Compliant Service"**): (i) that result in a suspension as described in the Oracle Cloud Services Agreement; (ii) that is caused by factors outside of Oracle's reasonable control, including any force majeure event or internet access or related problems beyond the Demarcation Point of the non-compliant Oracle Cloud Infrastructure Service or (iii) that result from Your equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within Oracle's direct control). If unavailability is impacted by factors other than those used in Oracle's calculation, then Oracle may issue Service Credits considering such factors at Oracle's discretion.



## 1. Data Plane Service Level Agreements

### a. Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services

The service level agreement described below for the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services applies to the following SKU's:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88317	Oracle Cloud Infrastructure –Compute –Virtual Machine Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88322	Oracle Cloud Infrastructure - Block Volume
B88513	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X7
B88514	Oracle Cloud Infrastructure –Compute-Virtual Machine Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKU's listed above available with a Monthly Uptime Percentage (as this term is defined below) of at least 99.99%, in each case during any calendar month (the "Service Commitment"). In the event any Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

#### Monthly Uptime Percentage

Equal to or greater than 99.0% but less than 99.99%  
Less than 99.0%

#### Service Credit Percentage

10%  
25%

For purposes of the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKU's listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the applicable Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service was in the state of "Region Unavailable" (as defined below). Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any exclusion listed below for the applicable Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service.
- "Region Unavailable" or "Region Unavailability" means that more than one Availability Domain in which the instance is running within the same Region is "Unavailable".
- "Unavailable" or "Unavailability" means:
  - For an Oracle Cloud Infrastructure - Compute Service, when all of the running instances have no external connectivity.
  - For an Oracle Cloud Infrastructure - Block Volume Service, when all of the attached volumes perform zero read write IO with pending IO in the queue.

#### Additional Exclusion

The following additional exclusion applies to this subsection:

- The Service Commitment does not apply to Micro Regions.

b. Oracle Cloud Infrastructure - Object Storage Service

The service level agreement described below for the Oracle Cloud Infrastructure - Object Storage Service applies to the following SKU's:

SKU	Cloud Service
B88323	Oracle Cloud Infrastructure - Object Storage – Requests
B88324	Oracle Cloud Infrastructure - Object Storage - Storage

Oracle will use commercially reasonable efforts to have Oracle Cloud Infrastructure - Object Storage Service available with a Monthly Uptime Percentage (as this term is defined below) of at least 99.9%, in each case during any calendar month (the “**Service Commitment**”). In the event any Oracle Cloud Infrastructure - Object Storage Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

For purposes of the Oracle Cloud Infrastructure - Object Storage Services with the SKU's listed above, the following shall apply:

- “Monthly Uptime Percentage” is calculated by subtracting from 100 percent the average of the “API Error Rate” for each five minute period in the applicable calendar month.
- “API Error Rate” means: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Object Storage Service with an error status of “Internal Service Error” or “Service Unavailable” divided by (ii) the total number of API requests for each five minute period during the calendar month. The calculation of the number of the internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below for the applicable Oracle Cloud Infrastructure - Object Storage Service.

c. Oracle Cloud Infrastructure - FastConnect Service

The service level agreement described below for the Oracle Cloud Infrastructure - FastConnect Service applies to the following SKU's:

SKU	Cloud Service
B88325	Oracle Cloud Infrastructure-FastConnect 1 Gbps
B88326	Oracle Cloud Infrastructure -FastConnect 10 Gbps

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - FastConnect Service Dedicated Circuit (as defined below) available for at least 99.9% of any calendar month (the “**Service Commitment**”). In the event the Oracle Cloud Infrastructure - FastConnect Service for the SKU's listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

For purposes of the Oracle Cloud Infrastructure - FastConnect Services with the SKU's listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the Dedicated Circuit (as defined below) is "Unavailable" (as defined below).
- "Dedicated Circuit" means a logical representation of connectivity offered through the Oracle Cloud Infrastructure - FastConnect Service between Your premises and Oracle through an exchange provider or a network service provider, where such connectivity does not traverse the public internet.
- "Unavailable" or "Unavailability" mean that for a given Dedicated Circuit all Your attempts within one minute to establish IP-level connectivity to the virtual network gateway associated with the virtual network fail for longer than thirty seconds.

## 2. Control Plane Service Level Agreement

### a. Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services

The service level agreement described below for the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services applies to the following SKU's:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88317	Oracle Cloud Infrastructure –Compute –Virtual Machine Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88322	Oracle Cloud Infrastructure - Block Volume
B88513	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X7
B88514	Oracle Cloud Infrastructure –Compute-Virtual Machine Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKU's listed above available with a Monthly Uptime Percentage (as this term is defined below) of at least 99.9%, in each case during any calendar month (the "**Service Commitment**"). In the event the Oracle Cloud Infrastructure - Compute or the Oracle Cloud Infrastructure - Block Volume Services listed above do not meet the Service Commitment, You will be eligible to receive Service Credits (as that term is defined above) for the non-compliant service.

#### Monthly Uptime Percentage

Equal to or greater than 99.0% but less than 99.9%  
Less than 99.0%

#### Service Credit Percentage

10%  
25%

For purposes of the Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Services with the SKU's listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100 percent the average of the "Control Plane API Error Rate" for each five-minute period in the applicable calendar month.

- “Control Plane API Error Rate” means: (i) the total number of internal server errors returned by the Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service with an error status of “Internal Service Error” or “Service Unavailable” divided by (ii) the total number of Control Plane API requests during each five-minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below for the applicable Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume Service.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

**b. Oracle Cloud Infrastructure - Database Service**

The service level agreement described below for the Oracle Cloud Infrastructure - Database Service applies to the following SKU's:

SKU	Cloud Service
B88338	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - High I/O
B88339	Oracle Cloud Infrastructure - Database Standard Edition - High I/O
B88330	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Additional Capacity
B88331	Oracle Cloud Infrastructure - Database Standard Edition - Additional Capacity
B88332	Oracle Cloud Infrastructure - Database Enterprise Edition - Dense I/O
B88333	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - Dense I/O
B88334	Oracle Cloud Infrastructure - Database Enterprise High Performance Edition - Dense I/O
B88335	Oracle Cloud Infrastructure - Database Standard Edition - Dense I/O
B88336	Oracle Cloud Infrastructure - Database Enterprise Edition - High I/O
B88337	Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - High I/O
B88338	Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - High I/O
B88339	Oracle Cloud Infrastructure - Database Standard Edition - High I/O
B88340	Oracle Cloud Infrastructure Database Enterprise Edition - 2 node RAC
B88888	Oracle Cloud Infrastructure - Database All Editions - High I/O - BYOL

Oracle will use commercially reasonable efforts to have the Oracle Cloud Infrastructure - Database Service with the SKU's listed above available with a Monthly Uptime Percentage (as this term is defined below) of at least 99.9%, in each case during any calendar month (the “**Service Commitment**”). In the event any Oracle Cloud Infrastructure - Database Service listed above does not meet the Service Commitment, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

#### Monthly Uptime Percentage

Equal to or greater than 99.0% but less than 99.9%  
Less than 99.0%

#### Service Credit Percentage

10%  
25%

For purposes of the Oracle Cloud Infrastructure – Database Service with the SKU's listed above, the following shall apply:

- "Monthly Uptime Percentage" is calculated by subtracting from 100 percent the average of the "Control Plane API Error Rate" for each five minute period in the calendar month.
- "Control Plane API Error Rate" means: (i) the total number of internal server errors returned by the applicable Oracle Cloud Infrastructure - Database Service with an error status of "Internal Service Error" or "Service Unavailable" divided by (ii) the total number of Control Plane API requests during each five minute period during a calendar month. The calculation of the number of internal server errors does not include errors that arise directly or indirectly as a result of any of the exclusions listed below.
- Monthly Uptime Percentage is calculated on a per Availability Domain basis.

#### Additional Exclusion

The following additional exclusion applies to this subsection:

- The Service Commitment does not apply to any Unavailability of Oracle Cloud Infrastructure - Database Service: (i) that result from any actions or inactions of You or any third party (e.g., rebooting a database instance, scaling compute capacity, not scaling storage when the storage is full, misconfiguring security groups, VCN configurations or credential settings, disabling encryption keys or making the encryption keys inaccessible, etc; (ii) that result from any maintenance as provided for pursuant to the Oracle Cloud Services Agreement; or (iii) that result in long recovery time due to insufficient I/O capacity for Your database workload.

### 3. Performance Service Level Agreement

#### a. Oracle Cloud Infrastructure Local NVMe Storage Service Level Agreement

The service level agreement described below applies to the following SKU's:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88316	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88516	Oracle Cloud Infrastructure –Compute –Virtual Machine Dense I/O-X7

Oracle will use commercially reasonable efforts to deliver the performance of a single NVMe drive utilized in an Oracle Cloud Infrastructure - Compute service with a SKU listed above of at least 99.9% during any calendar month (the "**Service Commitment**"). In the event Oracle does not meet the Service Commitment for the Oracle Cloud Infrastructure – Compute service with the SKU's listed above, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

#### Monthly Performance Rate

Monthly Performance Rate greater than 99.0% but less than 99.9%  
Monthly Performance Rate rate less than 99.0%

#### Service Credit Percentage

10%  
25%

For purposes of the Oracle Cloud Infrastructure Services with the SKU's listed above, the following shall apply:

- "Monthly Performance Rate" is calculated by subtracting from 100 percent the "Disk Performance Rate" (as defined below) for the applicable calendar month for the applicable Oracle Cloud Infrastructure – Compute - Bare Metal Service.
- Disk Performance Rate" is calculated as: (i) total number of hours disk IOPS is less than 90 percent of the minimum IOPS published by Oracle, divided by (ii) the total number of hours in a calendar month.
- Disk "IOPS" is measured at 4K Block Size.
- IOPS numbers are generated using FIO. More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Compute/Concepts/computeperformance.htm>.

#### Additional Exclusions

The following additional exclusions apply to this subsection:

- The Service Commitment does not apply to the published IOPS numbers while a backup or snapshot is being performed.
- The Service Commitment does not apply to performance degradations caused by a known hardware failure.

#### b. Oracle Cloud Infrastructure - Block Volume Performance Service Level Agreement

The service level agreement described below applies to the following SKU's:

SKU	Cloud Service
B88322	Oracle Cloud Infrastructure - Block Volume

Oracle will use commercially reasonable efforts to deliver "Block Volume Performance" (as defined below) of at least 99.9% during any calendar month (the "**Service Commitment**") for the SKU's listed above. In the event Oracle does not meet the Service Commitment for the SKU's listed above, You will be eligible to receive Service Credits (as that term is defined above) for the non-compliant service.

Monthly Performance Rate	Service Credit Percentage
Monthly Performance Rate greater than 99.0% but less than 99.9%	10%
Monthly Performance Rate less than 99.0%	25%

For purposes of the SKU's listed above, the following shall apply:

- "Block Volume Performance" is defined as 90 percent of the minimum Block Volume IOPS published by Oracle.
- "Block Volume Performance Rate" is calculated as: (i) the total number of hours during which the IOPS of a single Block Volume is less than the applicable "Block Volume Performance", divided by (ii) the total number of hours in a calendar month.
- "Monthly Performance Rate" is calculated by subtracting from 100 percent the applicable "Block Volume Performance Rate".
- "Block Volume IOPS" is defined as IOPS that is measured at 4K Block Size. The Block Volume IOPS will vary with the Block Size; You should refer to the published information for the IOPS for the specified Block Size.
- IOPS numbers are generated using FIO. More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Block/Concepts/blockvolumeperformance.htm>.

#### Additional Exclusions

The following additional exclusions apply to this subsection:

- The Service Commitment does not apply to the IOPS numbers published by Oracle while a backup or snapshot is performed.
- The Service Commitment does not apply to the maximum IOPS number when sufficient bandwidth is not available for the compute instance to which Block Volume is attached.

c. **Oracle Cloud Infrastructure Network Performance Service Level Agreement**

The service level agreement described below applies to the following SKU's:

SKU	Cloud Service
B88313	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X5
B88314	Oracle Cloud Infrastructure –Compute –Bare Metal High I/O-X5
B88315	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X5
B88318	Oracle Cloud Infrastructure –Compute-Windows OS
B88513	Oracle Cloud Infrastructure –Compute –Bare Metal Standard-X7
B88515	Oracle Cloud Infrastructure –Compute –Bare Metal Dense I/O-X7
B88517	Oracle Cloud Infrastructure –Compute –Bare Metal-GPU Standard-X7

Oracle will use commercially reasonable efforts to deliver a Network Performance Rate (as defined below) of at least 99.9% during any calendar month (the "**Service Commitment**") for the SKU's listed above. In the event Oracle does not meet the Service Commitment, You will be eligible to receive Service Credits (as this term is defined above) for the non-compliant service.

Monthly Performance Rate	Service Credit Percentage
Network Performance rate greater than 99.0% but less than 99.9%	10%
Network Performance rate less than 99.0%	25%

For purposes of the SKU's listed above, the following shall apply:

- "Network Performance Rate" is calculated as: (i) the total accumulated minutes during a calendar month in which the Network Throughput (as defined below) between instances within an Availability Domain in a VCN is less than 90 percent of the Oracle-published network throughput per Oracle-provided compute instance shape, divided by (ii) the total number of minutes in a calendar month.
- "Network Throughput" is defined as the amount of data moved successfully between compute instances within an Availability Domain in a monthly billing period and is measured in megabits per second (Mbps) or gigabits per second (Gbps).
- "Monthly Performance Rate Percentage" is calculated by subtracting from 100 percent the Network Performance Rate in a calendar month.
- All the instances need to be in the same Availability Domain and within the same Region.
- More details on the performance test can be found at <https://docs.us-phoenix-1.oraclecloud.com/Content/Network/Concepts/networkperformance.htm>.

**Additional Exclusion**

The following additional exclusion applies to this subsection:

- The Oracle Cloud Infrastructure Network Performance Service Level Agreement only applies to Bare Metal instances and not to virtual machines.

## Oracle Cloud Security Policy

### Physical Security Safeguards

For Oracle Apiary Cloud Service, Oracle Container Pipelines Cloud Service, Oracle Cloud Infrastructure - Ravello Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 1.3 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle provides secured computing facilities for both office locations and production cloud infrastructure.

## Oracle Cloud Service Continuity Policy

Based on service availability, Oracle PaaS and IaaS services may be provisioned at multiple data centers, and dependent on product capability and customer solution design, You may be able to configure such services with disaster recovery capabilities. You are solely responsible for any such post provisioning configuration, data backups, and execution of disaster recovery activities.

### Oracle Cloud Services High Availability Strategy

For Oracle Apiary Cloud Service and Oracle CASB Cloud Services, the following applies in lieu of the text in section 2.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle CASB Cloud Services are designed to maintain service availability in the case of an incident affecting the services.

## Oracle Cloud Service Level Objective Policy

Sections 3.2 (including sub sections) and 3.3 of section 3 (Oracle Cloud Service Level Objective Policy) of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Container Pipelines Cloud Service.

## Oracle Cloud Change Management Policy

The scheduled maintenance periods for the Oracle PaaS and IaaS Public Cloud Services are documented on My Oracle Support in Knowledge Article 1681146.1:  
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=1681146.1>.

### Emergency Maintenance

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.1 of the *Oracle Cloud Hosting and Delivery Policies*: Oracle will work to provide prior notice for any emergency maintenance requiring a service interruption.

### Data Center Migrations

For Oracle Cloud Infrastructure - Ravello Service, the following applies in lieu of the text in section 4.1.3 of the *Oracle Cloud Hosting and Delivery Policies*: For data center migrations for purposes other than disaster recovery, Oracle will provide prior notice to You.





## Oracle Cloud Support Policy

For FUJITSU Cloud Service K5 DB powered by Oracle® Cloud service, Fujitsu provides first level support to customers by responding to technical inquiries and incidents reported by customers via email and telephone. Oracle provides second line support in case the technical inquires and incidents cannot be solved by Fujitsu.

For Oracle Apiary Cloud Service, the following applies in lieu of the text in section 5 (and all sub sections) of the *Oracle Cloud Hosting and Delivery Policies*:

- To contact Oracle Apiary Cloud Services support - please visit <https://www.oracle.com/corporate/acquisitions/apiary/support.html>
- Support Availability
  - 24x7 coverage - Support requests may be submitted via the Apiary Cloud Service portal or via email.
  - Phone support is not available
  - Oracle's severity level definitions and any associated response times are not applicable
- Community Forum access: <http://support.apiary.io/>

For Oracle Container Pipelines Cloud Service, the following applies in lieu of the text in section 5 (and all sub sections) of the *Oracle Cloud Hosting and Delivery Policies*:

- To contact Oracle Container Pipelines Cloud Services support - please visit <https://www.oracle.com/corporate/acquisitions/wercker/support.html>
- Phone Support is not available
- Oracle will use commercially reasonable efforts to resolve reported and verified errors
- Oracle's severity level definitions and any associated target response times are not applicable.

## Oracle Cloud Suspension and Termination Policy

The second paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Cloud Infrastructure - Ravello Services.

The first paragraph of section 6.1 of the *Oracle Cloud Hosting and Delivery Policies* does not apply to Oracle Apiary Cloud Service.



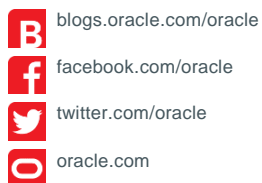
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