

# Oracle Cloud Infrastructure Service Level Agreement

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Enterprises demand more than just availability from their cloud infrastructure. Mission critical workloads also require consistent performance, and the ability to manage, monitor and modify resources running in the cloud at any time. Only Oracle offers end-to-end SLAs covering performance, availability, manageability of services.

## Availability

Rest assured that your cloud workloads are in continual operation with Oracle's commitments to uptime and connectivity.

## Manageability

The elasticity and configurability of infrastructure is part of why people move applications to the cloud. Your services need to be manageable all the time to deliver this benefit. Oracle is the first cloud vendor to offer manageability SLAs, ensuring you are able to manage, monitor and modify your resources.

## Performance

It's not enough for your IaaS resources to be merely accessible. They should consistently perform the way you expect them to. Oracle is the first cloud vendor to guarantee performance, so you can rely on your infrastructure for enterprise applications.

## Availability

Service/Resource	Measurement	Monthly SLA Percentage	Oracle Service Credit if SLA Breached
Compute	Region unavailability	Greater than or equal to 99.99% uptime	10%
		Greater than or equal to 99% uptime	25%
Block Volumes	Region unavailability	Greater than or equal to 99.99% uptime	10%
		Greater than or equal to 99% uptime	25%
Object Storage	API error rate	Greater than or equal to 99.9% uptime	10%
		Greater than or equal to 99% uptime	25%
FastConnect	Private Connectivity	Greater than or equal to 99.9% uptime	10%
		Greater than or equal to 99% uptime	25%

## Manageability

Service / Resource	Measurement	Monthly SLA Percentage	Oracle Service Credit if SLA Breached
Compute	API error rate	Greater than or equal to 99.9% uptime	10%
		Greater than or equal to 99% uptime	25%
Block Volumes	API error rate	Greater than or equal to 99.9% uptime	10%
		Greater than or equal to 99% uptime	25%
Database	API error rate	Greater than or equal to 99.9% uptime	10%
		Greater than or equal to 99% uptime	25%

## Performance

Service / Resource	Measurement	Monthly SLA Percentage	Oracle Service Credit if SLA Breached
Compute local NVMe drive	Disk IOPS	Resource performance greater than 90% of published performance, 99.9% of the time	10%
		Resource performance greater than 90% of published performance, 99% of the time	25%
Block Volumes	Disk IOPS	Resource performance greater than 90% of published performance, 99.9% of the time	10%
		Resource performance greater than 90% of published performance, 99% of the time	25%
Network	Network performance	Resource performance greater than 90% of published performance, 99.9% of the time	10%

		Resource performance greater than 90% of published performance, 99% of the time	25%
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Monthly SLA in minutes/hours.

- Greater than or equal to 99.9% uptime: less than or equal to 43.8 minutes per month of downtime
- Greater than or equal to 99% uptime: less than or equal to 7.2 hours per month of downtime

## Resources

### Oracle PaaS and IaaS Public Cloud Services - Pillar Document

[Read the Document \(http://www.oracle.com/us/corporate/contracts/paas-iaas-pub-cld-srvs-pillar-1117-4021422.pdf\)](http://www.oracle.com/us/corporate/contracts/paas-iaas-pub-cld-srvs-pillar-1117-4021422.pdf)

## Frequently Asked Questions

### Availability SLAs

#### Do availability SLAs require you to deploy in more than one Availability Domain (AD)?

Yes, Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume SLAs require customers to deploy in more than one AD.

#### How is uptime calculated?

Uptime is calculated monthly as a "Monthly Uptime Percentage".

- The Oracle Cloud Infrastructure - Compute and Oracle Cloud Infrastructure - Block Volume Monthly Uptime Percentages are calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which Oracle Cloud Infrastructure - Compute or Oracle Cloud Infrastructure - Block Volume, as applicable, was in the state of "Region Unavailable."
- The Oracle Cloud Infrastructure - Object Storage Monthly Uptime Percentage is calculated by subtracting from 100 percent the average of the "API Error Rates" from each five-minute period in the applicable calendar month.
- The Oracle Cloud Infrastructure - FastConnect Monthly Uptime Percentage is calculated by subtracting from 100 percent the percentage of minutes during the applicable calendar month in which the Dedicated Circuit is "Unavailable".

## What happens when multiple Availability Domain's (ADs) become unavailable?

Availability SLAs are usually triggered due to a region wide event. When multiple ADs in a region go down, all services deployed in those ADs will be impacted.

### Manageability SLAs

## Are Manageability SLAs at the Availability Domain (AD) level or region-wide?

Manageability SLAs are service wide, and defined at the AD level.

## How is uptime calculated for Oracle Cloud Infrastructure - Compute, Oracle Cloud Infrastructure - Block Volume and Oracle Cloud Infrastructure - Database?

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

### Performance SLAs

## For the network performance SLA, what Service Credits will Oracle provide to customers making claims?

Oracle will provide Service Credits for the underlying compute resources consumed by customers making the claims.

### General SLA Service Credit Process

## What is a Service Credit? How are Service Credits calculated?

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 was not met and are credited to you in the calendar month following Oracle's approval of Your claim. Service Credits are your sole and exclusive remedy when Oracle has not met any of the Service Commitments set forth in the Service Level Agreements section of the Oracle PaaS and IaaS Public Cloud Services pillar document 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.

## Does a customer need to take action to identify an SLA failure and apply for a Service Credit?

Yes. We require customers to file for the SLA claim and provide the supporting evidence of the SLA failure.

## Who may request to receive Service Credits?

Any customer paying for the Oracle Cloud Infrastructure services with the SKUs set forth in the Oracle PaaS and IaaS Public Cloud pillar document may request to receive Service Credits. Those purchasing the above-referenced services through the Oracle Store must have completed at least one billing cycle with Oracle prior to being eligible to receive Service Credits. See the Oracle PaaS and IaaS Public Cloud pillar document for details.

## What is the average turnaround time for a Service Credits claim request?

Claims for Service Credits must be filed by customers within 30 calendar days from when the issue occurred that caused the named Oracle Cloud Infrastructure Service not to meet the applicable Service Commitment. Oracle will use commercially reasonable efforts to process claims within 60 days of Oracle's receipt of a claim.

## What happens after a claim for Service Credits is validated?

Once a claim for Service Credits is validated, Oracle will increase the customer's balances for the next calendar month following Oracle's approval of the claim. For example, if you are spending \$100K every month as part of your Universal Credits, and you receive a \$5K credit after Oracle's approval of a claim, Oracle will increase your balance so that you will have \$105K worth of resources for the next calendar month before overages may be charged.

## May customers use Service Credits for any Oracle Cloud services?

Once the balances are increased following Oracle's approval of a customer's claim for Service Credits, the customer is free to use the Service Credits for any of the Oracle Cloud services that are linked to the customer's Universal Credits or Pay-as-you-Go account.

**NOTE:** This FAQ Document is intended as a general reference to address common questions regarding Oracle's PaaS and IaaS Public Cloud Services. Please refer to the Oracle PaaS and IaaS Public Cloud Services Pillar Document dated February, 2018 for a complete explanation of the topics addressed in the FAQ Document and for other terms and conditions applicable to Oracle's PaaS and IaaS Public Cloud Services.

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