



Oracle Hardware and Systems Support Policies ~ Statement of Changes

Effective Date: February 7, 2025

This section describes the changes made to the Oracle Hardware and Systems Support Policies dated December 13, 2024 and reflected in the Oracle Hardware and Systems Support Policies dated February 7, 2025:

- All references to “Premier Support Qualification Service” have been modified to reflect the new name of the offering: “Oracle Premier Support Qualification (OPSQ)”

December 13, 2024

Lifetime Support

- Third paragraph, third sentence was deleted in its entirety and replaced with the following: “Support for the Oracle Talari SD-WAN hardware covered under Premier Support for Systems will be available for three years from the Last Ship Date of the hardware. Support for the Payment Entry Devices (PED), which is provided under Oracle Premier Support for Oracle Point of Service Hardware and Oracle Advanced Parts Exchange for Oracle Point of Service Hardware, may have less than three years of availability due to regulatory and banking requirements that are outside of Oracle’s control, e.g. regulatory compliance requirements and security standards established by the PCI Security Standards Council (PCI SSC). Note: If a PED has a failure after it’s PCI compliance has expired, it will be replaced with a PCI compliant PED.”

September 13, 2024

- 1) Name change of products –explained in the Note contained in the Overview section
- 2) “Point of sale” was replaced with “point of service”
- 3) “Third party” was replaced with “third-party”
- 4) An updated Hardware System Decommission Form was posted to reflect the new naming standard
- 5) An updated spreadsheet form was posted to reflect the new naming standard (*hyperlink is included in the Hardware System Decommission Form*)

Overview

- The 9th paragraph was deleted in its entirety and replaced with:

“If the performance of on-site Services becomes negatively impacted due to a declared disaster, public health or safety concern, or national or global emergency, Oracle and You shall cooperate in good faith to review such impact.

If requested, Oracle resources will obtain a badge to enter Your facilities and comply with Your reasonable physical security and safety policies and procedures while on-site, to the extent they do not violate any applicable law (including privacy laws), place Oracle resources in harm, or require Oracle resources to undergo background checks or other screening (unless set forth in Your order). However, no terms included in any such policies and procedures shall modify the Services, and You shall provide training regarding such policies and procedures as requested.”

- Last paragraph note was deleted in its entirety and replaced with:

“Note: As of September 13, 2024, (i) Oracle Premier Support for MICROS Hardware has been renamed Oracle Premier Support for Oracle Point of Service Hardware and (ii) Oracle Advanced Parts Exchange for MICROS Hardware has been renamed to Oracle Advanced Parts Exchange for Oracle Point of Service Hardware. In this technical support policy a) all references to Oracle Premier Support for Oracle Point of Service Hardware shall include Oracle Premier Support for MICROS Hardware and/or Oracle Premier Support for Retail and Hospitality Hardware, b) all references to Oracle Advanced Parts Exchange for Oracle Point of Service Hardware shall include Oracle Advanced Parts Exchange for MICROS Hardware and/or Oracle Advanced Parts Exchange for Retail and Hospitality Hardware c) all references to Oracle Point of Service Hardware shall include MICROS and/or Retail and Hospitality Hardware.”

June 13, 2024

- 1) The section header “Oracle Technical Support Levels for Systems” was updated to be consistent throughout the policy
- 2) The section “Tools Used to Perform Technical Support Services” was updated to be consistent throughout the policy

Support Terms – Technology Refresh

- One year was replaced with two years

February 2, 2024

Additional Services Available for Purchase–Customer Success Services

- Removed the wording in the first paragraph: “in the Annual, Fixed Scope, and Time and Materials Services - Service Descriptions document, or the applicable standalone service description”
- Added the following bullet: [Oracle Engineered Systems Deployment and Infrastructure Support](#)

September 8, 2023

Lifetime Support – Exceptions for customers with a current support contract running

- For the Oracle Linux 6 on Oracle Exalogic systems exception, the dates were modified from “April 2021 – August 2024” to “April 2021 – December 2024”
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May 5, 2023

Additional Services Available for Purchase–Customer Success Services

- All references to “Advanced Customer Support” have been replaced with “Customer Success Services”
 - First paragraph, first sentence was deleted in its entirety and replaced with: “If you acquire any of the following Customer Success Services on your order, Oracle will provide the services as described in the applicable service description in the Annual, Fixed Scope, and Time and Materials Services - Service Descriptions document, or the applicable standalone service description indicated below, published on www.oracle.com/contracts.”
 - The following URLs have been removed:
 - Oracle Business Critical Service for Systems (for Customers that contracted prior to 05 -Jun-2020)
 - [Oracle Priority Support for Hotel and Food and Beverage](#)
 - [Oracle Priority Support Connected \(no longer available effective March 21, 2022\)](#)
 - [ACS Oracle Performance Review and Recommendations for Systems](#)
 - [ACS Oracle Configuration Review and Recommendations for Systems](#)
 - [Oracle Exadata Deployment Pack \(no longer available effective December 31, 2021\)](#)
 - [Oracle Preproduction Readiness Review for Oracle Platinum Services](#)
 - [Oracle Go-Live Support for Oracle Platinum Services](#)
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May 5, 2023

Web-Based Customer Support Systems

- Added a new section: “**Customer Support Portal for Hospitality and Food & Beverage**
For Hospitality and Food & Beverage customers, Oracle’s support website for hardware and system support can be found [here](#). Access to the Customer Support Portal for Hospitality and Food & Beverage is governed by [Oracle’s Support Portal Terms of Use](#). The Oracle Support Portal Terms of Use are subject to change at Oracle’s discretion. Access to the Customer Support Portal for Hospitality and Food & Beverage is limited to your designated technical contacts.”

April 7, 2023

Additional Services Available for Purchase–Oracle Customer Data & Device Retention Service

- Second paragraph, replaced “Exadata” with “Engineered Systems” and replaced the exhibit for Oracle Engineered Systems DDR eligible items
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February 3, 2023

Lifetime Support

- The third paragraph, a new second sentence was added:

“Support for LTO8 and LTO9 tape drives covered under Oracle Premier Support for Systems will be available for a minimum of five years from Last Ship Date or when the host tape library reaches End of Service Life, whichever comes first.”

November 4, 2022

Overview

- Inserted the following sentence at the end of the 6th paragraph: “In case hardware is relocated outside an [Oracle Service Location](#), technical support needs to be ordered through a local authorized Field Delivery Support Provider.”
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October 7, 2022

Additional Services Available for Purchase–Oracle Customer Data & Device Retention Service

- Inserted the following at the end thereof: “Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.”
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August 5, 2022

Lifetime Support

- The third paragraph, second sentence was reworded and replaced with the following: “Note that support for both Oracle Talari SD-WAN hardware covered under Premier Support for Systems and Payment Equipment Devices (PED), which is provided under Oracle Premier Support for Oracle MICROS Hardware and Oracle Advanced Parts Exchange for Oracle MICROS Hardware, will be available for three years from the Last Ship Date of the hardware.”
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July 8, 2022

Support Terms – Technology Refresh

- Deleted the paragraph in this section in its entirety and replaced with the following: “If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. If you replace an Oracle Exadata Database Machine (Exadata) with either an Oracle Exadata Cloud@Customer (ExaC@C) or Oracle Exadata Cloud Infrastructure (ExaCS) subscription, you may be eligible to receive a credit for unused support on the decommissioned Exadata system under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found [here](#) and submit it within one year of the delivery date of the new hardware system(s) or one year of the provision date for the ExaC@C or ExaCS subscription. If a credit for unused support is due when replacing either (1) your current system with either new hardware or ExaC@C, then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s) or (2) when replacing your current Exadata system(s) with ExaCS, your ExaCS service must be provisioned for 6 months prior to submitting the Hardware Decommission Form and the credit for unused support will be calculated from the date of decommission of current systems noted on the Hardware Decommission Form through the end of the current support period for the decommissioned Exadata system(s). The credit for unused support will not exceed either the total annual support fee for the new hardware system(s), or the annual subscription for ExaC@C, or 6 months of consumption for ExaCS.”

June 10, 2022

Overview

- Added in the **Use of Services** section “Belarus” and “the Government of Belarus” to the restriction set forth in this paragraph

Support Terms – Pricing following Reduction of Covered Hardware System or Service Level

- Added “, noting that any applicable country annual adjustments shall be applied for the remaining support.” to the end of the paragraph

Lifetime Support

- The third paragraph was reworded and replaced with the following: “Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle MICROS Hardware, Oracle Advanced Parts Exchange for Oracle MICROS Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. Note that support for Payment Equipment Devices (PED), which is provided under Oracle Premier Support for Oracle MICROS Hardware and Oracle Advanced Parts Exchange for Oracle MICROS Hardware, will be available for three years from the last ship date of the hardware. Support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, as

documented in the Lifetime Support coverage documents, except as noted below. Extended Support for Operating Systems may be available, for specific releases of the operating system for an additional three years, as documented in the Lifetime Support coverage documents, except as noted below. A fee applies for each Extended Support for Operating Systems support period, which is in addition to the standard Premier Support fee, except as noted below. Alternatively, technical support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you continuously maintain and pay the annual fees for technical support for your Oracle operating system.”

- Second paragraph, first sentence, added the word “release” between the words “system” and “included”
- Fifth paragraph, removed the word “attached”
- Fifth paragraph, URL in [Lifetime Support Policy: Coverage for Sun Software and Operating System Products](#) (PDF) was changed from <http://www.oracle.com/us/support/library/lsp-coverage-sun-software-309122.pdf> to <https://www.oracle.com/a/ocom/docs/support/advanced-customer-support/solaris-linux-vm-lsp.pdf>

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence
- First paragraph, second sentence, added “hardware, and Oracle Acme Packet 1100, 3820, and AP3900” after “PIC” and before “hardware”
- First paragraph, second sentence, added a comma and removed the word “and” before the word “PIC”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle MICROS Hardware

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence
- Added “, batteries, external batteries,” in the first note

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Oracle MICROS Hardware

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” to the end of the sentence

- Added “, batteries, external batteries,” in the first note

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support

- First paragraph, first sentence, added “, as set forth in the Lifetime Support section above.” after “(including integrated software options)”

Oracle Technical Support Levels for Systems – Oracle Communications EAGLE Premier Support

- Second paragraph, first sentence, added “,as set forth in the Lifetime Support section above.” to the end of the sentence

Additional Services Available for Purchase– Advanced Customer Support

- 13th bullet, added “(no longer available effective December 31, 2021)” after “Oracle Exadata Deployment Pack”

April 8, 2022

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support

- Inserted new subsection: **“Firmware Updates and Patches for Hewlett Packard Enterprise (HPE) In order to get new firmware fixes for the Hewlett Packard Enterprise (HPE) BL460c Blades, DL380 Servers, and DL360 Servers, if the fixes become available from HPE, you must upgrade to the latest firmware version.”**

Advanced Customer Services

- Added “(no longer available effective March 21, 2022)” after “Oracle Priority Support Connected”
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March 3, 2022

Overview

- Deleted the paragraph in the **Use of Services** section, and replaced with the following: **“Use of Services:** Services may not be delivered to or accessed by or on behalf of individuals or entities in Venezuela or the Russian Federation, including, without limitation, the Government of Venezuela and the Government of the Russian Federation, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities.”

Severity Definitions

- Added the following parentheticals after the severity definition titles:

Severity One “(Critical Outage)”

Severity Two “(Significant Impairment)”

Severity Three “(Technical Issue)”

Severity Four “(General Guidance)”

February 4, 2022

Onsite Response Time Targets for Hardware Support

- First paragraph, inserted the following, at the end of the first sentence: “and are solely applicable for the replacement of physical hardware once Oracle has determined a replacement is required.”

January 7, 2022

- All references to “Oracle Premier Support for Retail and Hospitality Hardware” have been deleted and replaced with “Oracle Premier Support for Oracle MICROS Hardware”.
- All references to “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware” have been deleted and replaced with “Oracle Advanced Parts Exchange for Oracle MICROS Hardware”.

Overview

- Inserted a Note before the “**Use of Services**” subsection: “Note: As of January 7, 2022, (i) Oracle Premier Support for Retail and Hospitality Hardware has been renamed Oracle Premier Support for Oracle MICROS Hardware and (ii) Oracle Advanced Parts Exchange for Retail and Hospitality Hardware has been renamed to Oracle Advanced Parts Exchange for Oracle MICROS Hardware. In this technical support policy a) all references to Oracle Premier Support for Oracle MICROS Hardware shall include Oracle Premier Support for Retail and Hospitality Hardware, b) all references to Oracle Advanced Parts Exchange for Oracle MICROS Hardware shall include Oracle Advanced Parts Exchange for Retail and Hospitality Hardware and c) all references to Oracle MICROS Hardware shall include Oracle Retail and Hospitality Hardware.”

December 10, 2021

Overview

- Inserted a new subsection: “**Use of Services:** Services may not be delivered to or accessed by individuals or entities in Venezuela, including, without limitation, the Government of Venezuela, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities.”

Oracle Technical Support Levels For Systems – Extended Support for Operating Systems

- Inserted in the 6th bullet “and Oracle Linux” after “Oracle Solaris” and before “operating system”
- Inserted in the 6th bullet “and Oracle VM,” after “software” and before “if”

Oracle Technical Support Levels For Systems – Oracle Communications Network Premier Support

- Removed in the first sentence the word “and” before the second numeral and added a comma
- Inserted in the first sentence “and (iii) Oracle Communications TDM support PCIe Card Low Profile.”
- Inserted in the second sentence “and Oracle Communications TDM Support PCIe Card Low Profile” after “products,” and before “will”

October 8, 2021

Overview

- In the ninth paragraph, subsection (iii), added “at Oracle’s discretion” between the words “which” and “fails”

September 3, 2021

Lifetime Support

- At the end of the section, inserted the following new bullet:
“**Exceptions.** Oracle Linux 6 on Exalytics X4-4, X5-4, and X6-4 systems: The Extended Support fee has been waived for the period of March 2021– June 2024. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.”
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June 4, 2021

Overview

- In the fourth paragraph, 2nd sentence, deleted “will be” before the word “referenced” and replaced with the word “are”
- In the fourth paragraph, deleted the last sentence in its entirety and replaced with: “Oracle supports the Oracle Linux and/or Oracle VM functionality described in the program documentation, unless the documentation specifically states otherwise. The program documentation is available at www.oracle.com/documentation. Links to third party websites included in Oracle Linux and Oracle VM program documentation do not imply that Oracle supports the functionality described in that 3rd party website. Oracle may release additional Oracle Linux and/or Oracle VM programs for which Oracle Linux or Oracle VM support is limited to installation assistance only. Program availability, bug fixes and security errata may be made available or removed for these programs as they are released and removed upstream. Certain channels contain packages that fall exclusively in this category and these channels are listed in the Oracle Linux and/or Oracle VM program documentation available at www.oracle.com/documentation.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the 14th bullet added “listed on the backport schedule and” after the word “program” and before the word “released”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- In the 12th bullet added “listed on the backport schedule and” after the word “program” and before the word “released”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems- Replacement Hardware Parts

- In the first paragraph, added the following new sentence after the third sentence: “Oracle does not support country of origin replacement part specific requests.”

Additional Services Available for Purchase – Oracle Customer Data & Device Retention Service

- Deleted the second paragraph and replaced with “For Oracle Exadata DDR eligible items, click [here](#). For all other systems, please refer to the [Oracle System Handbook](#) for details.”

Additional Services Available for Purchase – Advanced Customer Services

- Added a new 13th bullet: "[Oracle Exadata Deployment Pack](#)"
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May 7, 2021

Lifetime Support

- In the third paragraph, added the following new sentence after the second sentence: "When offered, Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Advanced Parts Exchange for Oracle Retail and Hospitality for Payment Equipment Devices (PED) will be available for three years from the last ship date of the hardware."

Onsite Response Time Targets for Hardware Support

- In the sixth sentence, deleted the word "and" before "(ii)".
 - In the sixth sentence, added the following after "(ii),": "and (iii) for Payment Equipment Devices (PED), regardless of severity level, is limited to Advanced Parts Exchange with Next Business Day shipment of the replacement part."
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March 5, 2021

Additional Services Available for Purchase – Oracle Customer Data & Device Retention Service

- Inserted "Refer to the [Oracle System Handbook](#) for details." after "(iii) Persistent memory (PMEM) components"

Additional Services Available for Purchase –Advanced Customer Support

- Inserted a new 10th bullet, "[ACS Oracle Performance Review and Recommendations for Systems](#)"
- Inserted a new 11th bullet, "[ACS Oracle Configuration Review and Recommendations for Systems](#)"

February 5, 2021

Additional Services Available for Purchase – Oracle Customer Data & Device Retention Service

- Deleted the section in its entirety and replaced with the following:

“Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain eligible items that have been removed from your hardware system, as defined by Oracle in its sole discretion. For the purposes of this service, eligible items are:

- (i) Hard disk drives (HDD)
- (ii) Solid-state drives (SSD)
- (iii) Persistent memory (PMEM) components

Oracle Customer Data & Device Retention Service consists of the following:

If Oracle, in its sole discretion, determines the applicable items need to be replaced, Oracle will send a replacement part to your location in accordance with the [“Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates”](#). Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed. If you acquire Oracle Customer Data & Device Retention Service, you will be responsible for the proper disposal/destruction of the applicable items. If you fail to return a malfunctioning part that is not DDR eligible, you will be charged the then-current fee, or a minimum of \$500.00, (whichever is higher) for the malfunctioning part.”

November 6, 2020

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems - Return of Malfunctioning Parts

- In the last sentence, insert “a minimum of \$500.00, or” after the word “charged” and before the word “the”
- In the last sentence, insert “(whichever is higher)” after the word “fee” and before the word “for”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware - Return of Malfunctioning Oracle Retail and Hospitality Hardware

- In the last sentence, insert “a minimum of \$500.00, or” after the word “charged” and before the word “the”
- In the last sentence, insert “(whichever is higher)” after the word “fee” and before the word “for”

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware - Return of Malfunctioning Oracle Retail and Hospitality Hardware

- In the last sentence, insert “a minimum of \$500.00, or” after the word “charged” and before the word “the”

- In the last sentence, insert “(whichever is higher)” after the word “fee” and before the word “for”

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support - Return of Malfunctioning Hardware

- In the last sentence of the first paragraph, insert “a minimum of \$500.00, or” after the word “charged” and before the word “the”
- In the last sentence of the first paragraph, insert “(whichever is higher)” after the word “fee” and before the word “for”

Global Customer Support Data Protection Practices

- Replaced the embedded link for “Global Customer Support Security Practices” (<http://www.oracle.com/support/policies.html>) with <https://www.oracle.com/us/support/library/customer-support-security-practices-069170.pdf> in both the second and third paragraphs

Contract Information

- Replaced the embedded link for Oracle’s support website (<http://www.oracle.com/us/support/contact-068555.html>) and replaced with a global hyperlink "<https://www.oracle.com/support/contact.html>"

September 11, 2020

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware – Replacement Oracle Retail and Hospitality Hardware

- In the second sentence of the first paragraph, added, “commercially” after “use” and before “reasonable”

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware – Replacement Oracle Retail and Hospitality Hardware

- In the second sentence of the first paragraph, replaced, “response time target guidelines above.” with “response time target guidelines defined below within the Onsite Response Time Targets for Hardware Support section.”

- ### **Additional Service Available for Purchase – Oracle Customer Data & Device Retention Service**

- In the first paragraph, added a new last sentence: “All persistent memory (PMEM) that contain customer data are applicable as well.”

July 10, 2020

Support Terms - Matching Service Levels

- In the second paragraph in the first sentence after, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware” deleted, “or Oracle Premier Support for Oracle Linux for MICROS”

Support Terms – Reinstatement of Oracle Technical Support

- In the first sentence of the first paragraph added, “or” after “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware”; and deleted, “or Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”

Lifetime Support

- In the first bullet of the first paragraph added “and” before “Oracle Communications Network Premier Support” and deleted, “and Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”
- In the first sentence of the second paragraph deleted, “Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”
- In the first sentence of the third paragraph after, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware” added, “and”; and deleted, “, and Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- In the first paragraph deleted, “and Oracle Linux for Oracle MICROS operating system software” at the end of the first sentence
- Deleted the following first two bullet points in the second paragraph:
 - Program updates, patches, fixes, security patches, and security alerts for Oracle Linux for MICROS operating system software
 - Major product and technology releases for Oracle Linux for MICROS operating system software, if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases, and documentation updates

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- In the first paragraph deleted, “and Oracle Linux for Oracle MICROS operating system software” at the end of the first sentence
- Deleted the following first two bullet points in the second paragraph:
 - Program updates, patches, fixes, security patches, and security alerts for Oracle Linux for MICROS operating system software
 - Major product and technology releases for Oracle Linux for MICROS operating system software, if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases, and documentation updates

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Linux for MICROS

- Deleted the Oracle Premier Support for Oracle Linux for MICROS section in its entirety
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June 5, 2020

Additional Services Available for Purchase – Oracle Customer Data & Device Retention Service

- In the first sentence after, “permits you to retain disk drive(s), flash cache and/or parts” inserted, “as defined by Oracle in its sole discretion”

Additional Services Available for Purchase – Oracle Business Critical Service for Systems

- Deleted the Oracle Business Critical Service for Systems offering that stated:
“Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf”

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.”

Additional Services Available for Purchase – Advanced Customer Support

- Inserted a new first bullet, "[Oracle Business Critical Service for Systems \(for Customers that contracted prior to 05-Jun-2020\)](#)”
 - Inserted a new third bullet: "[Oracle Priority Support for Systems \(Systems only\)](#)”
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April 15, 2020

Overview

- Inserted the following as a new eighth paragraph:
“Additionally, due to the uncertainties of the evolving Covid-19 situation, all Oracle resources performing onsite technical support services must be permitted and able to perform such services taking into consideration applicable laws and regulations, including those pertaining to health, safety and mobility (whether in the location of service delivery and/or the location of the personnel). If the provision of any onsite services is negatively impacted due to circumstances related to or arising from the Covid-19 situation, you agree to cooperate with Oracle in good faith to review such impact and, if necessary, amend any resource plans, work plans, service specifications, time schedules and the like, including possibly putting in place an infrastructure (e.g., VPN) to enable remote delivery of services. For the avoidance of doubt, this provision is without prejudice to the parties’ rights and obligations under the force majeure clause of the applicable agreement.”

Lifetime Support

- At the end of the section, inserted the following:
“**Exceptions** - For customers with a current support contract running:
Oracle Linux 6 on Oracle Exalogic systems: The Extended Support fee has been waived for the period of April 2021 – August 2024. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.”

Web-Based Customer Support Systems

- In the second sentence, corrected the link to the, “[Oracle Support Portal Terms of Use](#)”

Onsite Response Time Targets for Hardware Support

- In the sixth sentence, replaced “(iii)” with, “(ii)”

March 10, 2020

Support Terms - Matching Service Levels

- In the second paragraph in the first sentence after, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware” inserted, “or Oracle Premier Support for Oracle Linux for MICROS”

Support Terms – Reinstatement of Oracle Technical Support

- In the first sentence of the first paragraph deleted, “or” after “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware”; and inserted, “or Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”

Lifetime Support

- In the first bullet of the first paragraph inserted, “Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”
- In the first sentence of the second paragraph inserted, “Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”
- In the first sentence of the third paragraph after, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware” deleted, “and”; and inserted, “, and Oracle Premier Support for Oracle Linux for MICROS” after, “Oracle Communications Network Premier Support”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- In the first paragraph inserted, “and Oracle Linux for Oracle MICROS operating system software” at the end of the first sentence
- Inserted the following as the first two bullet points in the second paragraph:
 - Program updates, patches, fixes, security patches, and security alerts for Oracle Linux for MICROS operating system software
 - Major product and technology releases for Oracle Linux for MICROS operating system software, if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases, and documentation updates

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- In the first paragraph inserted, “and Oracle Linux for Oracle MICROS operating system software” at the end of the first sentence
- Inserted the following as the first two bullet points in the second paragraph:
 - Program updates, patches, fixes, security patches, and security alerts for Oracle Linux for MICROS operating system software
 - Major product and technology releases for Oracle Linux for MICROS operating system software, if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases, and documentation updates

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Linux for MICROS

- Inserted the following as a new section after, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware”:

Oracle Premier Support for Oracle Linux for MICROS

- Oracle Premier Support for Oracle Linux for MICROS consists of services in support of Oracle Linux for MICROS operating system software. Please note that Oracle Premier Support for Oracle Linux for MICROS must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Premier Support for Oracle Linux for MICROS consists of:

- Program updates, patches, fixes, security patches, and security alerts for Oracle Linux for MICROS operating system software
- Major product and technology releases for Oracle Linux for MICROS operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service request 24 hours per day, 7 days a week
- Non-technical customer service during normal business hours

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

November 1, 2019

Support Terms - Matching Service Levels

- In the first sentence after “Oracle Premier Support for Operating Systems” deleted, “, or”; and after, “Oracle Communications EAGLE Premier Support” inserted, “or Oracle Communications Network Premier Support”

Onsite Response Time Targets for Hardware Support

- In the fourth sentence inserted, “s” at the end of, “target” and inserted, “Oracle Talari hardware products and” before, “the Oracle Acme Packet hardware products”
- Deleted the fifth sentence, “The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate.”

September 13, 2019

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- Inserted the following as a new third bullet:
“Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends). These updates will be limited to the packages listed on the inclusion list at <http://linux.oracle.com/es/packageelist.html> and may be applied while your supported systems are operating and that do not require a system reboot”
- Inserted the following as a new fourth bullet:
“Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)”

Additional Services Available for Purchase – Oracle Priority Service for Sun Ray Peripherals

- Deleted the Oracle Priority Service for Sun Ray Peripherals offering that stated:
“Oracle Priority Service for Sun Ray Peripherals consists of:
 - Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
 - Access to My Oracle Support (24x7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. “

August 29, 2019

Additional Services Available for Purchase – Advanced Customer Support

- In the first paragraph replaced, “below” with, “following”; inserted, “as” before “described”; and replaced, “exhibit(s) specified below” with, “service description in the ACS Service Descriptions document published on www.oracle.com/contracts”
 - Deleted the eleventh bullet that read, “Oracle Start Up Pack for Engineered Systems”
-

August 2, 2019

Lifetime Support

- Inserted the following as a new last paragraph in this section, “Oracle Linux releases 5, 6, 7, and 8: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the Oracle Linux program becomes generally available.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the first sentence of Note 2 replaced, “for download” with, “that are”; replaced, “while the supported system is” with, “while such supported systems are”
- In the third sentence of Note 2, replaced, “(i)” with, “(a)” and replaced, “(ii)” with, “(b)”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- In the first sentence of Note 2 replaced, “for download” with, “that are”; replaced, “while the supported system is” with, “while such supported systems are”
- In the third sentence of Note 2, replaced, “(i)” with, “(a)” and replaced, “(ii)” with, “(b)”

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- In the first sentence of Note 2 replaced, “for download” with, “that are”; replaced, “while the supported system is” with, “while such supported systems are”
- In the third sentence of Note 2, replaced, “(i)” with, “(a)” and replaced, “(ii)” with, “(b)”

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- In the first sentence of Note 2 replaced, “for download” with, “that are”; replaced, “while the supported system is” with, “while such supported systems are”
- In the third sentence of Note 2, replaced, “(i)” with, “(a)” and replaced, “(ii)” with, “(b)”

Additional Services Available for Purchase – Advanced Customer Support

- Inserted a new second bullet, "[Oracle Priority Support for Hotel and Food and Beverage](https://www.oracle.com/a/ocom/docs/corporate/hotel-and-food-and-beverage)”
- Updated the link in the fifth bullet, “Oracle Functional Help Desk for Oracle Retail and Hospitality” from, “<http://www.oracle.com/us/corporate/contracts/functional-help-desk-2769476.pdf>” to, “<https://www.oracle.com/a/ocom/docs/corporate/functional-help-desk-retail-hospitality.pdf>”

June 26, 2019

Table of Contents

- In section 8., replaced, “Security” with, “Data Protection”

Overview

- Inserted the following as a new seventh paragraph, “If your contract provides for any onsite technical support services, you must provide a safe and healthful workspace for all Oracle resources performing technical support services at your site (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, legally acceptable oxygen concentration levels, sound levels acceptable for resources performing technical support services in the workspace, and ergonomically correct work stations, etc.).”

Global Customer Support Data Protection Practices

- In the title replaced, “Security” with, “Data Protection”
- Replaced the first two sentences of the first paragraph that read, “Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at <https://www.oracle.com/support/policies.html>.” with:
“To the extent you provide personal information to Oracle part of Oracle’s provision of technical support services, Oracle will comply with the following:
 - Oracle’s Services Privacy Policy, available at <https://www.oracle.com/legal/privacy/services-privacy-policy.html>; and
 - the applicable version of the Oracle Data Processing Agreement for Oracle Services, available at <https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing>”
- In the second paragraph, Inserted the following as the new first sentence, “In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle’s [Global Customer Support Security Practices](#).”
- In the second paragraph in the second sentence, inserted, “.” after “...at Oracle’s discretion” and capitalized “However”; inserted, “services” after, “Global Customer Support Security Practices during the”; replaced, “for which fees for” with, “of these” and replaced, “have been paid” with “services”.
- In the second paragraph, inserted a new fourth sentence, “You are advised to review these Global Customer Support Security Practices from time to time.”
- In the second paragraph, in the last sentence, deleted “attached”
- In the third paragraph in the first sentence replaced, “global customer” with “the technical”; deleted, “and systems”; and inserted “or privacy” after “security”.
- In the third paragraph in the second sentence inserted, “sensitive data, such as protected” after, “do not submit any”; and inserted “information or” before, “payment card”; deleted, “or other sensitive” after “payment card”; replaced, “that” with “which” after “data”; replaced, “protections” with “security and privacy controls”; inserted, “or different from” after “greater than”.
- In the third paragraph, in the last sentence, replaced, “to” with “you can” and replaced, “at:

<https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1>.”

with, “, [Doc ID 1227943.1](#)”

- In the fourth paragraph in the first sentence, after, “Notwithstanding the restriction above, if you” inserted, “would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information (“PHI”); deleted, “and would like to submit protected health information (PHI)”” before, “to Oracle”; deleted, “then” before, “you must:”
- At the beginning of the first bullet of the fourth paragraph, inserted, “For PHI, execute” and inserted, “HIPPA” before “business associate” and inserted, “(as applicable)” after “agreement”
- In the second bullet inserted, “personal information subject to Applicable European Data Protection Law or” before “PHI”
- In the third bullet of the fourth paragraph inserted, “any personal information subject to Applicable European Data Protection Law or” before “PHI” and inserted, “(other than contact information required for Oracle to respond to the service request);” at the end of the bullet
- In the fourth bullet of the fourth paragraph, after, “may contain”, inserted, “personal information subject to Applicable European Data Protection Law or”; and inserted, “in My Oracle Support)” before “or PHI
- Deleted the last bullet that read, “Disable automated file uploads that send files to Oracle as service request attachments.”

April 5, 2019

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Inserted the following note at the end of the second paragraph:
“Note:
 - Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Advanced Parts Exchange for Retail and Hospitality Hardware.”

January 2, 2019

Overview

- In the first paragraph, deleted, “and” after “for all Oracle server”; inserted “networking” after “storage”; and deleted “Oracle” before “point of sale product lines.”
- At the end of the third paragraph, inserted, “All patches, bug fixes, and other code received from Oracle as part of the support services shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the operating system software program(s).”
- Inserted the following as a new fourth paragraph, “Technical support associated with Oracle Linux and Oracle VM may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the Oracle Linux and/or Oracle VM program documentation. The program documentation also includes a list of additional programs that are supported under each level of Oracle Technical

Support for Systems. The program documentation is available at www.oracle.com/documentation.”

- In the new ninth paragraph changed, “<http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html>” to, “<https://www.oracle.com/legal/privacy/services-privacy-policy.html>”

Support Terms – Unsupported Hardware Systems

- In the first sentence inserted “or” after “download” and deleted “or apply updates” after “receive”

Lifetime Support

- In the Notes section, deleted note 1, “Solaris Express - Program fixes and security patches for Solaris Express will be provided for six months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.”
- In the Notes section, deleted note 2, “Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014. “ and inserted a new note 1, “Oracle Linux releases 3 and 4: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for eight years from the date a release of the operating system becomes generally available.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the second sentence of the first paragraph deleted, “operating system” after “this support applies to the following”; and deleted “OpenSolaris, Trusted Solaris 8,” after “Oracle Solaris”
- In the Notes section, inserted the following as a new note 1, “Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.”
- In the Notes section, in the first sentence of new note 2, deleted “that are” before “required”; inserted “supported” before “hardware system(s)”; and inserted “supported” before “hardware system is operating.”
- In the Notes section, in the third sentence of new note 2, inserted, “supported” before both instances of “hardware system”.
- In the Notes section, inserted the following at the end of new note 3, “The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- In the first paragraph, after “consists of services in support of (i)” deleted, “operating system and virtualization software for”; and after “Oracle Solaris” deleted “OpenSolaris, Trusted Solaris 8,”
- In the Notes section, inserted the following as a new note 1, “Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.”

- In the Notes section, in the first sentence of new note 2, deleted “that are” before “required”; inserted “supported” before “hardware system(s)”; and inserted “supported” before “hardware system is operating.”
- In the Notes section, in the third sentence of new note 2, inserted, “supported” before both instances of “hardware system”.
- In the Notes section, inserted the following at the end of new note 3, “The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.”

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- In the first paragraph, after “consists of services in support of (i)” deleted, “operating system and virtualization software for”; and after “Oracle Solaris” deleted “OpenSolaris, Trusted Solaris 8,”
- In the second paragraph, in both instances after, “Oracle Solaris”, inserted, “Oracle Linux”; and replaced both instances of “Linux” with “VM”
- Inserted, Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes” as a new fourth bullet
- Deleted the last paragraph before the Notes section, “Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, and Oracle VM.”
- In the Notes section, inserted the following as a new note 1, “Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.”
- In the Notes section, in the first sentence of new note 2, deleted “that are” before “required”; inserted “supported” before “hardware system(s)”; and inserted “supported” before “hardware system is operating.”
- In the Notes section, in the third sentence of new note 2, inserted, “supported” before both instances of “hardware system”.
- In the Notes section, inserted the following at the end of new note 3, “The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.”

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- In the first paragraph, after “consists of services in support of (i)” deleted, “operating system and virtualization software for”; and after “Oracle Solaris” deleted “OpenSolaris, Trusted Solaris 8,”
- Inserted the following as a new Notes section:
“Notes:
 1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
 2. Oracle has made available at <https://linux.oracle.com> certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the “Tools Used to Perform Support Services” section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.”

Web-Based Customer Support Systems – My Oracle Support

- In the first sentence after, “website for hardware” inserted, “and systems”

April 20, 2018

Web-Based Customer Support Systems

- In the second sentence deleted, “My”; inserted, “Portal” before, “Terms of Use”; and added a hyperlink to the “Oracle Support Portal Terms of Use” (containing a hyperlink to the website) before “Terms of Use”; and inserted “at Oracle’s discretion” after, “...are subject to change”.

Tools Used to Perform Technical Support Services

- In the first paragraph, second sentence, deleted, “My” and added a hyperlink to, “Oracle Support Portal Terms of Use”

September 7, 2017

Support Terms – Matching Service Levels

- Created a separate paragraph starting with the sentence, “When acquiring technical support for point of sale hardware...”
- Inserted, “at the same technical support service level (e.g., Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Advanced Parts Exchange for Retail and Hospitality Hardware)” in the first sentence of the new paragraph after, “...must be supported”

Support Terms – Reinstatement

- Inserted, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware”, after “Oracle Premier Support for Oracle Retail and Hospitality Hardware”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Inserted, “Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.” at the end of the first paragraph.

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Inserted, “Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.” at the end of the first paragraph.

Additional Services Available for Purchase – Advanced Customer Support

- Added a new offering to the Advanced Customer Support services titled, “Oracle Customer Replaceable Unit Installation Service”

July 24, 2017

Support Terms – Matching Service Levels

- Inserted the following as a new paragraph at the end of the section, “If you add Extended Support for Operating Systems, you still must maintain either Premier Support for Systems or Premier Support for Operating Systems for your entire hardware system; subject to availability, you must acquire Extended Support for Operating Systems for your entire hardware system running any such version release.”

Support Terms – Right to End of Service Life

- Inserted the following as a new paragraph at the end of the section, “Similarly, in the event that a component of, or support for, an embedded third-party hardware or software product is retired by the manufacturer or vendor of such product, or in Oracle’s good faith determination, it is no longer practicable for Oracle to provide support for such component or product, then Oracle may cease providing support for that hardware or software product.”

Oracle Technical Support Levels for Systems– Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Inserted the following at the end of the section that begins, “Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:” :
“Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle’s failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle’s discretion.

Severity Level1	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)

- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems).”

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Inserted the following at the end of the section that begins, “Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:” :
 “Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle’s failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle’s discretion.

Severity Level1	Response Time Goal	Update or Resolution
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For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within

the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)

- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems).”

April 1, 2017

Additional Services Available for Purchase – Oracle Customer Data & Device Retention Service

- Updated the second paragraph to read, “If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced because it contains sensitive, confidential, or classified data that has been removed from your hardware system, Oracle will send a replacement part to your location in accordance with the “Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates”. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.”
- In the third paragraph, deleted the first three bullet points.

March 1, 2017

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the seventh bullet, added, “Systems parts designated as Field Replaceable Unites in the Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems - Return of Malfunctioning Parts

- Added, “You may not degauss the hard drive disks prior to returning them to Oracle.” As a new third sentence.

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- In the second bullet, renamed, “Oracle Retail and Hospitality Hardware Delivery Method Chart” to, “Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware – Replacement Oracle Retail and Hospitality Hardware

- In the first paragraph, renamed, “Oracle Retail and Hospitality Hardware Delivery Method Chart” to, “Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware - Return of Malfunctioning Parts

- Added, “You may not degauss the hard drive disks prior to returning them to Oracle.” As a new third sentence.

Oracle Technical Support Levels for Systems - Oracle Advanced Parts Exchange for Retail and Hospitality Hardware – Return of Malfunctioning Parts

- Added, “You may not degauss the hard drive disks prior to returning them to Oracle.” As a new third sentence.

Oracle Technical Support Levels for Systems - Oracle Communications Network Premier Support – Replacement Hardware Parts

- In the first paragraph, renamed, “Oracle Communications Network Delivery Method Chart” to, “Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates”

Oracle Technical Support Levels for Systems - Oracle Communications Network Premier Support – Replacement Hardware Parts - Return of Malfunctioning Hardware

- Added, “You may not degauss the hard drive disks prior to returning them to Oracle.” As a new third sentence.

Additional Services Available for Purchase – Advanced Customer Support

- Added, “Oracle Priority Support Connected” as a new service
-

January 26, 2017

Oracle Technical Support for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Deleted the third bullet point, “Ability to log service requests as specified in the following link: <http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html> “

Oracle Technical Support for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Deleted the third bullet point, “Ability to log service requests as specified in the following link: <http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html> “

Additional Services Available for Purchase – Oracle Hospitality Cruise Help Desk and Monitoring

- Moved this section from “Advanced Customer Services” to its own offering

Additional Services Available for Purchase – Advanced Customer Services

- In the third bullet, after “Oracle Functional Help Desk” added, “for Oracle Hospitality and Retail”
- Moved the fourth bullet, Oracle Hospitality Cruise Help Desk and Monitoring” to its own offering

Web-Based Customer Support Systems – My Oracle Support

- In the second sentence, replaced, “posted on the My Oracle Support web site”, with, “My Oracle Support Terms of Use” containing a hyperlink to the Terms of Use
- In the third sentence, deleted, “...and a copy of these terms is available upon request.” From the end of the sentence

December 2, 2016

Oracle Communications Network Premier Support

- In the third sentence of the first paragraph, added, “AP3900” after “Oracle Acme Packet 1100, 3820”

Additional Services Available for Purchase - Advanced Customer Support

- Added, [“Oracle Hospitality Cruise Help Desk and Monitoring Support”](#) as a new offering [in the bulleted list](#)
-

September 26, 2016

Lifetime Support

- In the first bullet of the first paragraph, added, “Oracle Advanced Parts Exchange for Oracle Retail and Hospitality”
- In the second paragraph, added, “Oracle Advanced Parts Exchange for Oracle Retail and Hospitality” to the end of the first sentence
- In the third paragraph, in the first sentence, added, “Oracle Advanced Parts Exchange for Oracle Retail and Hospitality” after, “Oracle Premier Support for Oracle Retail and Hospitality Hardware”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added Note 2 at the end of the section, “The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added Note 2 at the end of the section, “The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation.”

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Added Note 2 at the end of the section, “The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation.”

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support

- Added a new second sentence to the first paragraph, “Oracle Communications EAGLE hardware products and the Oracle Acme Packet hardware products, will be referred to collectively in this section as, “Oracle Communications Network Hardware.”

- Added a new third paragraph titled, System Maintenance”
- Added a new fourth paragraph titled, Replacement Hardware Parts”
- Added a new fifth paragraph titled, Return of Malfunctioning Hardware”

Additional Services Available for Purchase – Oracle Onsite Spares

- In the second paragraph, replaced the fourth bullet, “Semi-annual cycle counts”, with “Annual physical inventory”

Web-Based Customer Support Systems - MS CRM

- Deleted the “MS CRM” paragraph
-

June 20, 2016

Support Terms – Unsupported Hardware Systems

- In the first sentence, after, “...not entitled to download, receive,” inserted, “or apply”

Oracle Technical Support Levels for Systems - Extended Support for Systems

- Deleted the 10th bullet that read, “ Access to Platinum Services as described at <http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf>

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Deleted the subsection relating to Response Time Targets for the United States, Canada, EMEA, and JAPAC
- Deleted the subsection relating to Response Time Targets for LAD

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Deleted the subsection relating to Response Time Targets
- In the paragraph titled, “Replacement Oracle Retail and Hospitality Hardware, in the first sentence, replaced, “reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above.”, with, “commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein.”

Web-Based Customer Support Systems – My Oracle Support

- In the second paragraph, added, “US Cruise” before, “Oracle Rreail and Hospitality Hardware”
- Deleted the parenthetical, “(LAD and US Cruise only)” at the end of the second paragraph

Web-Based Customer Support Systems – MS CRM

- Deleted, “Clarify SelfService,...and MICROS Retail Portal de Servicio” from the title and from the section
- Added, “MICROS Systems programs supported by the LAD MICROS support team has transitioned from MICROS Retail Portal de Servicio to My Oracle Support” as the last sentence

Onsite Response Time Targets for Hardware Support

- In the seventh sentence of the first paragraph, edited, “Advanced Parts Exchange” to read, “Oracle Advanced Parts Exchange for Retail and Hospitality” and deleted, “(i) in LAD is as specified in the Oracle Premier Support for Oracle Rretail and Hospitality Hardware section above”
 - Inserted, “Except as provided in the preceding sentence, the” to the beginning of the eighth sentence
-

June 20, 2016

Oracle Technical Support Levels for Systems - Oracle Extended Support for Operating Systems

- Added Oracle Linux to this section and made related updates to the service description

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Deleted the “Response Time Targets for JAPAC” section and added “JAPAC” to the “Response Time Targets for the United States, Canada, EMEA, and JAPAC” section

Oracle Technical Support Levels for Systems - Severity Definitions

- In the second paragraph deleted the second and third sentences pertaining to MICROS Support.

Oracle Technical Support Levels for Systems - Oracle Advanced Parts Exchange for Retail and Hospitality Hardware – Response Time Targets

- In the first paragraph deleted, “JAPAC”

Web-Based Customer Support Systems – My Oracle Support

- In the second paragraph, deleted, “JAPAC”

Onsite Response Time Targets for Hardware Support

- In the sixth sentence of the first paragraph, deleted, “JAPAC”
-

June 6, 2016

Overview

- Added a new fifth paragraph to address technical support in the case of a hardware relocation

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Deleted the “Response Time Targets for EMEA” section and added “EMEA” to the “Response Time Targets for the United States, Canada, and EMEA” section

Severity Definitions

- In the second paragraph deleted the second and third sentences pertaining to MICROS Support.
- In the third paragraph, deleted the last sentence, “24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).”

April 4, 2016

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- At the end of the third bullet, added, “Availability varies by country.”

Oracle Technical Support Levels for Systems – Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

- Added a new section for this offering

Onsite Response Time Targets for Hardware Support

- In the first paragraph, added the following as the last sentence, “The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.”

March 14, 2016

Web-Based Customer Support Systems – My Oracle Support

- Deleted, “EMEA” from the end of the second paragraph and added, “JAPAC, LAD”.

Web-Based Customer Support Systems – Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

- Deleted “Heat Portal, MICROS Self Service Customer Support Portal” from the title and the second sentence of the section.
- Added, “Oracle Retail and Hospitality hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.” as the last sentence of this section.

Severity Definitions – Severity 1

- In the second paragraph, deleted, “Austria, Belgium and Portugal” from the third sentence.
- In the second paragraph, deleted the fourth sentence which read, “For MICROS Systems programs in Denmark, Finland, France, Hungary, Ireland, Israel, Luxembourg, Norway, Poland, Sweden, Switzerland and United Kingdom, reasonable efforts will be made to respond to Severity 1 service requests within six (6) hours.”
- In the third paragraph, in the last sentence, deleted “EMEA” from the parenthetical.

March 1, 2016

Oracle Technical Support Levels for Systems - Oracle Premier Support for Systems

- Under the sixth bullet, removed “Onsite” from the beginning of the first sentence

Oracle Technical Support Levels for Systems - Oracle Premier Support for Operating Systems

- Under the sixth bullet, removed “Onsite” from the beginning of the first sentence

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Added a new section for “Response Time Targets for LAD”

Web-Based Customer Support Systems – Clarify SelfService, MS CRM, Heat Portal, MICROS Self Service Customer Support Portal and MICROS Retail Portal de Servicio

- Added, “...and MICROS Retail Portal de Servicio” to the end of the section header
 - In the second sentence after, “...Micros Self Service Customer Support Portal” added, “and Micros Portal de Servicio...”
-

January 12, 2016

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Under the Response Time Targets for EMEA, (i) added “Luxembourg” to the list of EMEA countries and (ii) added “Luxembourg” to the list of countries with Advanced Parts Exchange or 4 hour onsite assistance (as described above)

Severity Definitions – Severity 1

- In the second paragraph, added “Luxembourg” to the list of countries where reasonable efforts will be made to respond to Severity 1 service requests within six (6) hours
-

December 18, 2015

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Under the Response Time Targets for JAPAC, modified the table as follows: (i) moved Taiwan from the first row to the second row, (ii) moved Guam and Cambodia from the second row to the third row and (iii) moved Myanmar and Thailand from the third row to the second row.
-

December 1, 2015

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Added a new subsection called “Response Time Targets for JAPAC”.
- In the last sentence of the “Replacement Oracle Retail and Hospitality Hardware,” removed “readily” before “available” so it now reads “replacement hardware may not be available and/ or the response time target guidelines for sending replacement hardware may be delayed”

Severity Definitions

- In the Severity 1 subsection, the following modifications were made:
 - In the second paragraph, (i) added a new second sentence as follows: “For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service

requests within two (2) business hours” and (ii) the third sentence was changed from “For MICROS Systems hardware (Austria, Belgium and Portugal only)” to “For MICROS Systems hardware in Austria, Belgium, Korea and Portugal”

- In the last sentence of the third paragraph, changed “(EMEA only)” to “(EMEA and JAPAC only)”

Onsite Response Times Targets for Hardware Support

- In the seventh sentence of the first paragraph, added “and JAPAC” after “(i) in EMEA”
-

November 16, 2015

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the last sentence of the “Replacement Hardware Parts” subsection, added “/or” after “available and”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Oracle Retail and Hospitality Hardware

- In the last sentence of the “Replacement Hardware Parts” subsection, added “/or” after “available and”

Additional Service Available for Purchase – Advanced Customer Support

- Added two new bullets for Oracle Priority Support Advantage and Oracle Functional Help Desk

Web-Based Customer Support Systems

- In the “Clarify SelfService, MS CRM, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Customer Support Portal” subsection, removed Micros-Fidelio JIRA, Heat Self Service and Redmine as cutover to My Oracle Support has been completed
-

October 5, 2015

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- After “Oracle Premier Support for Systems”, removed subsection for limited Oracle Premier Support for Systems for Front Porch Digital hardware as transition to My Oracle Support has been completed

Web-Based Customer Support Systems

- In the second paragraph under “My Oracle Support,” removed “Front Porch Digital” after “(EMEA and US Cruise only)” as transition to My Oracle Support has been completed
- In the last sentence of the “Clarify SelfService, MS CRM, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Customer Support Portal” subsection, (i) removed “Effective August 10, 2015”, (ii) added “has” after “(except US Cruise)”, and (iii) added “Clarify SelfService” before “PTS”

Severity Definitions

- Due to the transition of Front Porch Digital programs to My Oracle Support, the following changes have been made to the Severity 1 subsection: (i) in the second sentence in the second paragraph

removed “Front Porch Digital programs” before “MICROS Systems” and (ii) in the third paragraph removed “Front Porch Digital hardware and” before “Oracle Retail and Hospitality Hardware (EMEA only)”

September 9, 2015

Severity Definitions

- In the third paragraph under Severity 1, replaced “24 Hour Commitment to Severity 1 Service Requests for all supported programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made.” with “Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request.”

Onsite Response Time Targets for Hardware Support

- At the end of the first paragraph added – “and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle’s acknowledgement that replacement of a hardware part is necessary.”
-

August 10, 2015

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- Under “Response Time Targets for the United States and Canada, modified the first sentence as follows: “Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.” All other content from this section was removed to align with the transition of the United States and Canada (except US Cruise) to My Oracle Support.

Web-Based Customer Support Systems

- In the second paragraph under My Oracle Support, added “(EMEA and US Cruise only)” after Oracle Retail and Hospitality Hardware
- Modified the “Clarify SelfService, MS CRM, PTS, ZenDesk, Onyx, Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICORS Self Service Customer Support Portal” section as follows: (i) removed references to “PTS, ZenDesk, Onyx” as the United States and Canada have transitioned to My Oracle Support and (ii) removed the first sentence – “The following applies to Oracle Retail and Hospitality Hardware only”, (iii) in the new first sentence added “for Oracle Retail and Hospitality Hardware” after “web-based customer support systems” and (iv) added the following to the end of the paragraph - Effective August 10, 2015, Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) transitioned from PTS, ZenDesk and Onyx to My Oracle Support.”

Severity Definitions

- Under the Severity 1 subsection, the following changes were made:

- In the second paragraph, the following changes were made: (i) in the second sentence, added “hardware and MICROS Systems hardware (Austria, Belgium and Portugal only)” after “Front Porch Digital”, (ii) added a new third sentence – “For MICROS Systems hardware in Denmark, Finland, France, Hungary, Ireland, Israel, Norway, Poland, Sweden, Switzerland and United Kingdom, reasonable efforts will be made to respond to Severity 1 service requests within six (6) hours.” and (iii) removed the last sentence - “For response efforts associated with Oracle Premier Support for Oracle Retail and Hospitality Hardware, please see the Oracle Retail and Hospitality Hardware section above”
- In the third paragraph, the following changes were made (i) in the first sentence, added “Except as otherwise specified herein” after “24 Hour Commitment to Severity 1 Service Requests” and (ii) in the fourth sentence added “(EMEA only) after “Oracle Retail and Hospitality Hardware”

Onsite Response Time Targets

- At the end of the first paragraph, modified the last sentence from “The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.” to “The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above and (ii) on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle’s receipt of the malfunctioning hardware.”

August 3, 2015

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- The fifteenth and sixteenth bullets specific to Oracle Management Pack for Linux and Oracle Clusterware for Oracle Linux were removed. Information on additional software and tools included as part of support services for Oracle Linux can be found in the program documentation located at <http://oracle.com/documentation>

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- The thirteenth and fourteenth bullets specific to Oracle Management Pack for Linux and Oracle Clusterware for Oracle Linux were removed. Information on additional software and tools included as part of support services for Oracle Linux can be found in the program documentation located at <http://oracle.com/documentation>

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- The eighth and ninth bullets specific to Oracle Management Pack for Linux and Oracle Clusterware for Oracle Linux were removed. Information on additional software and tools included as part of support services for Oracle Linux can be found in the program documentation located at <http://oracle.com/documentation>

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- The response time target information was separated into two new sections – i.e., Response Time Targets for the United States and Canada and Response Time Targets for EMEA. Under

Response Time Targets for the United States and Canada, the only changes made were to include references to “United States and Canada” in the first sentence and in the table header. The Response Time Targets for EMEA section is new content.

Web-Based Customer Support Systems

- Under the third paragraph added “Micros-Fidelio JIRA, Heat Self Service, Heat Portal, Redmine and MICROS Self Service Support Portal”

Severity Definitions

- Under the Severity 1 subsection, the following changes were made:
 - At the end of the second paragraph, added “For response efforts associated with Oracle Premier Support for Oracle Retail and Hospitality Hardware, please see the Oracle Retail and Hospitality Hardware section above
 - At the end of the third paragraph, added “hardware and Oracle Retail and Hospitality Hardware”
-

July 7, 2015

Support Terms – Reinstatement of Oracle Technical Support

- In the first sentence of the first paragraph, added “or Oracle Communications Network Premier Support” after “Oracle Retail and Hospitality Hardware”

Lifetime Support

- Under the first bullet in the first paragraph, added “and Oracle Communications Network Premier Support” after “Oracle Premier Support for Oracle Retail and Hospitality Hardware”
- In the second paragraph, added “Oracle Communications Network Premier Support” after “Oracle Premier Support for Oracle Retail and Hospitality Hardware”
- In the first sentence of the third paragraph, added “and Oracle Communications Network Premier Support” after “Oracle Premier Support for Oracle Retail and Hospitality Hardware”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- After “Oracle Premier Support for Systems”, added a new subsection for limited Oracle Premier Support for Systems for Front Porch Digital hardware
- In the third sentence of the “Replacement Hardware Parts” subsection, removed “readily” before “available”

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support

- In the second sentence of the first paragraph, added “and 3820” after “Oracle Acme Packet 1100”

Oracle Technical Support Levels for Systems – Oracle Communications EAGLE Premier Support

- Added a new first paragraph regarding service availability as of July 7, 2015

Web-Based Customer Support Systems

- In the second paragraph under “My Oracle Support,” (i) added “hardware” before “products” and (ii) added “and Front Porch Digital” after “Oracle Retail and Hospitality Hardware”

Severity Definitions

- In the second paragraph of the Severity 1 subsection, added (i) a new second sentence – “For Front Porch Digital, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours and (ii) a new fourth sentence – “For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.”
- In the third paragraph of the Severity 1 subsection, added a new fourth sentence – “24 hour commitment to Severity 1 service requests is not available for Front Porch Digital hardware.”

Onsite Response Time Targets for Hardware Support

- Modified the first paragraph as follows:
 - Deleted the second sentence – “The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your locations”
 - Modified the second sentence (formerly the third sentence) from – “The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle’s acknowledgement that replacement of a hardware part is necessary.” to “The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle’s acknowledgement that replacement of a hardware part is necessary.”
 - Added new third, fourth and fifth sentences as follows: “The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate.”

June 12, 2015

Support Terms – First and Second Line Support

- At the end of second paragraph, removed “;however please do not provide Oracle with access to any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below”

Global Customer Support Security Practices

- Added a new second paragraph specific to the United States Health Insurance Portability and Accountability Act (HIPAA)

April 29, 2015

Oracle Technical Support Levels for Systems – Oracle Communications Network Premier Support

- New section added

Oracle Technical Support Levels for Systems – Oracle Communications EAGLE Premier Support

- Added the following new third bullet – “Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases and documentation updates”
-

April 1, 2015

Overview

- In the first paragraph added “and Oracle point of sale” before “product lines”
- In the fourth paragraph, the following changes were made:
 - In the first sentence, (i) added “server and storage” before “equipment” and (ii) added “and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor)” before “(“hardware system)”
 - In the third sentence added “from Oracle” before “from your original equipment”
 - Removed the following – “(Note: Unless otherwise specified, these offerings are only available for Oracle hardware)”

Support Terms - Matching Service Levels

- In the first sentence, added (i) “except Oracle Retail and Hospitality Hardware,” after “supported” and (ii) “under” before “Oracle Premier Support for Systems”
- In the second sentence, (i) replaced “For the purpose of this section, hardware systems include” with “The preceding sentence pertains to: (i)” and (ii) replaced “and” between “(i)” and “(ii)” with a comma
- Added a new fourth sentence as follows: “When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system)”
- Modified the fifth sentence by (i) adding “or that you register with Oracle as retired” after “an end of service life” and (ii) removed “and hardware systems that you register with Oracle as retired are excluded from the above policy” from the end of the sentence

Support Terms - Reinstatement of Oracle Technical Support

- In the first sentence of the first paragraph, added “or Oracle Premier Support for Oracle Retail and Hospitality Hardware” after “If Oracle Premier Support for Systems”

Support Terms - Other Third Party Products

- This section was modified as follows:
 - Throughout this section changed “third-party product” to “other third party products”
 - Deleted the first paragraph – “Installation of non-Oracle product by you, or your representative (other than by Oracle), into an Oracle hardware system is strongly discouraged due to the serviceability implications outlined below’.”
 - The new first paragraph begins with “Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively “other third party products”), (ii) moved the following sentence to the end of the paragraph - “Replacement or repair of any damaged components in these situations would be subject to additional charges” and (iii) moved the third paragraph content into the second paragraph with the following changes – modified the first sentence by replacing “Installation of non-Oracle product into Oracle hardware” with “Other third party products”

Lifetime Support

- Under the first bullet of the first paragraph added “and Oracle Premier Support for Oracle Retail and Hospitality Hardware”
- In the second and third paragraphs, added “Oracle Premier Support for Oracle Retail and Hospitality Hardware”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the second sentence of the first paragraph, (i) added “server and storage” before hardware under “(i)” and (ii) removed “(HP Systems)” under “(ii)”
- Under the fifth bullet, added (i) “(including integrated software options, if and when made available at Oracle’s discretion” after “operating system software and integrated software) and (ii) “may” after “which”
- Under the twelfth bullet, changed the superscript from “²” to “¹”

Oracle Technical Support Levels for Systems - Oracle Premier Support for Operating Systems

- Under the fifth bullet, added (i) “(including integrated software options), if and when made available at Oracle’s discretion,” after “operating systems software and integrated software” and (ii) “may” after “which”

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Under the fourth bullet, added (i) “(including integrated software options), if and when made available at Oracle’s discretion,” after “operating systems software and integrated software” and (ii) “may” after “which”

Oracle Technical Support Levels for Systems - Oracle Premier Support for Oracle Retail and Hospitality Hardware

- New section added

Oracle Technical Support Levels for Systems - Oracle Communications EAGLE Premier Support Hardware

- In the second sentence of the first paragraph, replaced “Oracle Premier Support for Systems” with “Oracle Communication EAGLE Premier Support”

Web-Based Customer Support Systems

- Added a new second paragraph – “The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.”
- Added a new section called – “Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx”

Onsite Response Time Targets for Hardware Support

- In the first paragraph the following changes were made: (i) in the fourth sentence “(HP hardware)” was removed and (ii) a new fifth sentence was added – “The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.”

October 13, 2014

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added a new second bullet – “Critical patch updates for Oracle Solaris operating system software”
- Under the fourteenth bullet, removed “1” after “Backport of fixes”
- Under the “Notes” subsection, removed note #1
- Under “Return for Malfunctioning Parts”, modified that section as follows: (i) modified the third sentence from “You are responsible for ensuring that you remove all tapes prior to returning any tape drives.” To “You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal.” As a result of the above change, the third and fourth sentences have been combined.

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Removed “1” after fixes
- Added a new second bullet – “Critical patch updates for Oracle Solaris operating system software”
- Under the twelfth bullet, removed “1” after “Backport of fixes”
- Under the “Notes” subsection, removed note #1

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Moved the first bullet (“Major product and technology releases....”) and combined it with the fourth bullet
- Added a new second bullet – “Critical patch updates for Oracle Solaris operating system software”
- Added a new seventh bullet regarding access to Platinum Services

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- Added a new second bullet regarding critical patch updates
- Under “Sustaining Support for Operating Systems does not include”, added a new second bullet – “New critical patch updates for Oracle Solaris operating system software”

Advanced Customer Support

- Section renamed from “Advanced Customer Support Services” to “Advanced Customer Support”
- Added Oracle Priority Support

Oracle Priority Support

- The offering name has been changed from “Priority Service” to “Oracle Priority Support”
- The Oracle Priority Support content has been moved to the Advanced Customer Support section

Global Customer Support Security Practices

- At the end of the first paragraph, the URL to the Statement of Changes was updated
-

June 9, 2014

Lifetime Support

- In the first, second and third paragraphs, added “Oracle Communications EAGLE Premier Support”

Oracle Technical Support Levels for Systems – Oracle Communications EAGLE Premier Support

- Modified the fourth bullet to reflect My Oracle Support as migration to My Oracle Support has been completed

Additional Services Available for Purchase – Advanced Customer Support Services

- Added a new sixth bullet for “Oracle Start-Up Pack for Engineered Systems”

Web-Based Customer Support Systems

- Removed “Tekelec Support Portal” as migration to My Oracle Support has been completed
-

May 2, 2014

Overview

- In the fourth, fifth and sixth paragraphs, removed “/Sun” after “Oracle”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the second and third sentences of the first paragraph and under the sixth bullet, removed “/Sun” after “Oracle”

Additional Services Available for Purchase

- New section added (existing content included in this new section)

Additional Services Available for Purchase - Oracle Tekelec Professional Services

- New section added

March 24, 2014

Overview

- In the seventh paragraph, added reference to Oracle’s Global Customer Support Security Practices

Technical Support Fees

- In the first sentence, (i) replaced “ordering document” with “order”, (ii) replaced “financing or payment contract” with “payment plan, financing or leasing agreement” and (iii) added (“payment plan”)
- In the second sentence, added “payment or” before “commitment”
- At the end of the third sentence, added “services” after “support”
- Added a new fourth sentence

Support Period

- In the first and third sentences, changed “ordering document” to “order”
- Changed the second sentence from “Oracle technical support terms, including pricing, reflect a 12 month support period (the “support period”), unless stated otherwise in your ordering document” to “Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the “support period”)
- Changed the third sentence from “All technical support services ordered for a support period and the related fees are non-cancelable and non-refundable” to “Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order”

Technical Contacts

- In the beginning of the first sentence of the second paragraph, removed “With the order of Oracle Premier Support for Operating Systems and/or Oracle Premier Support for Systems”

First and Second Line Support

- In the first sentence of the second paragraph, replaced “of” with “for” before “the supported programs”
- In the second sentence, removed capitalization of “section” after “Global Customer Support Security Practices”

Payment Plan, Financing, and Leasing Agreements

- This section deleted (content incorporated into Technical Support Fees section)

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- Simplified the first bullet; modified the second bullet to include Extended Support

Oracle Technical Support Levels for Systems – Oracle Communications EAGLE Premier Support

- In the table under the second paragraph, removed reference to note 2 in the Remote Restoration Time column

Oracle Technical Support Levels for Systems – Oracle Priority Service for Sun Ray Peripherals

- Added a new sentence to the end of this section – “Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order”

Oracle Technical Support Levels for Systems – Oracle Customer Data & Device Retention Service, Oracle Onsite Spares and Priority Service

- At the end of these sections, changed language to “Contractual caps on technical support fee do not apply to these services, unless expressly stated otherwise in the applicable order”

Oracle Technical Support Levels for Systems – Oracle Business Critical Service for Systems

- Added two new sentences to the end of this section – “Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.”

Tools Used to Perform Technical Support Services

- In the first sentence of the third paragraph, changed “ordering document” to “order”
-

February 3, 2014

Table of Contents

- New section added
- Sections within the Oracle Hardware and Systems Support Policies have been numbered for ease of reference

Overview

- In the last sentence of the fourth paragraph, replaced “hardware” with “technical” before “support services”. Updated the note to indicate that “Unless otherwise specified” the offerings described in the Oracle Hardware and Systems Support Policies are only available for Oracle/Sun hardware

Support Terms - Matching Service Levels

- In the first sentence, added “or Oracle Communications EAGLE Premier Support”

Support Terms – Lifetime Support

- Moved this content into a separate section called Lifetime Support

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Updated the first paragraph to include Tekelec BNS and PIC hardware
- Under the fifth bullet, updated the document name
- Removed Oracle Premier Support for Systems for Acme Packet Hardware as migration to My Oracle Support will be completed on February 10, 2014
- In the “Replacement Hardware Parts” paragraph, updated the document name
- In the “Return of Malfunctioning Parts” paragraph, added a new second, third and fourth sentences regarding removal of information and data from drives

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Under the fifth bullet, updated the document name
- Removed Oracle Premier Support for Operating Systems for Acme Packet Hardware as migration to My Oracle Support will be completed on February 10, 2014

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Combined the first and second paragraphs and updates added for clarity,

Oracle Communications EAGLE Premier Support

- New section added

Oracle Business Critical Service for Systems

- Content moved from Advanced Customer Support Services to its own section

Web-Based Customer Support Systems

- Removed Acme Packet Support Portal
- Added Tekelec Support Portal

Severity Definitions

- In the second paragraph under Severity 1, added information for Oracle Communications EAGLE Premier Support

Onsite Response Time Targets for Hardware Support

- In the first paragraph, (i) changed the response time target for Acme Packet hardware to next business day shipment and (ii) added response time targets for Tekelec hardware

November 1, 2013

Support Terms – Technical Contacts

- In the first paragraph, (i) removed “of programs” and replaced with “services” in the first sentence and (ii) added “supported” before “hardware systems” in the third sentence

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the first paragraph added “(including integrated software options)” after “integrated software”
- Removed “(e.g., firmware)” after “integrated software”
- Added a new section for Acme Packet hardware

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- In the first paragraph added “(including integrated software options)” after “integrated software”
- Removed “(e.g., firmware)” after “integrated software”
- Added a new section for Acme Packet hardware

Web-Based Customer Support Systems

- Added Acme Packet Support Portal

Onsite Response Time Targets for Hardware Support

- In the first paragraph, added Acme Packet content. For Acme Packet hardware, replacement of hardware parts is limited to Advanced Parts Exchange

July 9, 2013

Oracle Technical Support Levels for Systems – Advanced Customer Support Services

- New section added

Oracle Technical Support Levels for Systems - Oracle Business Critical Service for Systems

- Section removed; content moved to Advanced Customer Support Services section noted above

Oracle Technical Support Levels for Systems - Oracle Standard Systems Installation

- Section removed; content moved to Advanced Customer Support Services section noted above

Oracle Technical Support Levels for Systems – Priority Service

- Replaced “Advanced Support Delivery Manager” and “ASDM” with “Technical Account Manager” and “TAM” throughout this section

April 2, 2013

Oracle Technical Support Levels for Systems – Oracle Business Critical Service for Systems

- New section added

February 18, 2013

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Removed Xsigo Systems content as the migration to My Oracle Support has been completed

Web-Based Customer Support Systems

- Removed Xsigo Systems content

Onsite Response Time Targets for Hardware Support

- Removed Xsigo Systems content

November 6, 2012

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added Xsigo Systems content

Oracle Technical Support Levels for Systems – Priority Service

- Section updated in its entirety

Web-Based Customer Support Systems

- Added Xsigo Systems content

Onsite Response Time Targets for Hardware Support

- Added Xsigo Systems content
-

October 1, 2012

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added a new eighteenth bullet regarding Oracle Enterprise Tape Analysis and Data Recover services
-

September 1, 2012

Support Terms – Support Period

- In the first sentence replaced “shipment” with “delivery” so that it now reads – “Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your ordering document.”

Support Terms – Reinstatement of Oracle Technical Support

- In the last sentence of the second paragraph, replaced “shipment” with “delivery” so that it now reads – “The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.”

Support Terms – Technology Refresh

- In the second sentence replaced “shipment” with “delivery” so that it now reads – “In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s).”
-

July 13, 2012

Support Terms – Lifetime Support

- Added a new Note 2 regarding new Severity 1 and security fixes for Oracle Solaris 8
-

June 6, 2012

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added a new seventeenth bullet regarding Platinum Services

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Removed references to Sun Ray Device Operating Software as this is included under integrated software

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Removed references to Sun Ray Device Operating Software as this is included under integrated software

Global Customer Support Security Practices

- In the second sentence of the first paragraph, added “Global Customer” before “Security Practices”
 - In the first sentence of the second paragraph, replaced “GCS” with “global customer support”
-

April 5, 2012

Support Terms – Lifetime Support

- In the first, second and third paragraphs, Sustaining Support for Systems has been removed as this service level is no longer available
- In the third paragraph, it has been clarified that Oracle Premier Support for Systems will be available for a minimum of five years
- In the fourth paragraph, the following changes have been made:
 - In the first sentence it has been clarified that support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available
 - In the second sentence, “for specific releases of the operating system” was added after “If offered, support”
 - In the third sentence, (i) “for specific releases of the operating system” was added after “If offered, support” and (ii) “either Oracle Premier Support for Systems or” was added before “Oracle Premier Support for Operating Systems”
 - A new fifth paragraph was added to clarify support for operating systems under Oracle Premier Support for Systems
 - In the sixth paragraph, the name and link to the PDF were updated
 - The paragraph beginning “Refer to the attached “Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM” was removed
 - In the “Notes” section, references to “OpenSolaris” were replaced with “Solaris Express”

Support Terms – Right to End of Service Life

- New section added

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Pillar Data Systems content has been deleted from this section as migration to My Oracle Support has been completed
- Added the following new bullets:
 - “Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and do not require a system reboot²”
 - “Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to <http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html>”
- Added Note 2 to the Notes section
- Modified Replacement Hardware Parts section as follows: Added “in accordance with the Hardware Products Delivery Method and Installation Chart” to the end of the first sentence
- Deleted the second sentence that began “Oracle personnel will install the replacement part...”

- Added a new fourth sentence which reads “After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed
- Modified Return of Malfunctioning Parts section as follows: In the first sentence, added “courier” after “shipping”
- Deleted the second sentence that began “If Oracle delivers a replacement part to you”
- A new sentence which reads “Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system”
- Modified the last sentence by (i) removing “or exchange” after “return”, (ii) adding “within forty-five (45) days of shipment to you” after “malfunctioning part” and (iii) adding “for the malfunctioning part” to the end of the sentence

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added the following new bullets:
 - “Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and do not require a system reboot?”
 - “Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to <http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html>
- Added Note 2 to the Notes section

Oracle Technical Support Levels for Systems – Extended Support

- In the first paragraph, deleted “following the expiration of Oracle Premier Support for Operating Systems”
- In the second paragraph added “or technical support for Oracle Solaris under Oracle Premier Support for Systems”

Oracle Technical Support Levels for Systems – Sustaining Support for Operating Systems

- Section renamed “Sustaining Support for Operating Systems”
- Deleted “Sustaining Support for Systems” subsection
- Modified the first paragraph as follows:
 - In the first sentence, added “operating system software” after “available for certain”
 - In the second sentence, added “or technical support for the operating system under Oracle Premier Support for Systems”
- Under the second bullet added “or Oracle Premier Support for Systems”
- Added a new bullet that reads - “Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to <http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html>

Web-Based Customer Support Systems

- Deleted Pillar Customer Support Portal as migration to My Oracle Support has been completed

Severity Definitions

- In the first sentence of the last paragraph of the Severity 1 subsection, replaced “pager” with “phone”

Contact Information

- Modified hyperlink

February 1, 2012

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Modified the thirteenth bullet (Backport of fixes)
- Removed “Unbreakable” in the fifteenth bullet

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Modified the tenth bullet (Backport of fixes)
- Removed “Unbreakable” in the twelfth bullet

Oracle Technical Support Levels for Systems – Sustaining Support

- Under Sustaining Support for Systems, removed “Unbreakable” in the ninth bullet
- Under Sustaining Support for Operating Systems, removed “Unbreakable” in the seventh bullet

Oracle Technical Support Levels for Systems – Oracle Onsite Spares

- Added a new paragraph to the end of this section about renewals

Oracle Technical Support Levels for Systems - Oracle Standard Systems Installation

- Name changed from Oracle Standard Installation Services to Oracle Standard Systems Installation; naming updated throughout this section
-

December 20, 2011

Overview

- Added a new third paragraph clarifying when technical support is provided
- In subsection “(i)” of the fifth paragraph (formerly the fourth paragraph), replaced “by” with “or” after “modification” (“(including modification or removal of the Oracle/Sun serial number tag on the hardware”))

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added “or most new Oracle products” to the end of the third bullet
- In the twelfth bullet, removed reference to note 2
- Removed note 2

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added “or most new Oracle products” to the end of the third bullet
- In the ninth bullet, removed reference to note 2
- Removed note 2

Web-Based Customer Support Systems

- Clarifications made throughout this section

Tools Used to Perform Technical Support Services

- Modifications made throughout this section

Onsite Response Time Targets for Hardware Support

- In the Severity 2 subsection, clarified that onsite response times are during local business hours only
-

November 1, 2011

Overview

- In the fourth paragraph modified subsections “(i)” and “(ii)” and added subsection “(xi)”

Support Terms – First and Second Line Support

- Content about sensitive data added to the end of the second paragraph

Support Terms – Lifetime Support

- In the second sentence of the third paragraph, replaced “Based on availability” with “If offered”
- In the fourth paragraph, (i) replaced “Based on availability” with “If offered” in the second sentence, (ii) added a new third sentence and (iii) added “if offered” after “Availability” in the fourth sentence

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added Pillar Data Systems content

Oracle Technical Support Levels for Systems – Sustaining Support

- Added Pillar Data Systems content to the Sustaining Support for Systems subsection

Web-Based Customer Support Systems

- Added Pillar Data Systems content
-

September 28, 2011

Overview

- In the first sentence of the fourth paragraph changed “firmware” to “integrated software”

Support Terms - Reinstatement

- Clarifications made throughout this section

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added fifth bullet regarding onsite installation of integrated software updates
- Under the System Maintenance section, changed “firmware” to “integrated software”

Oracle Technical Support Levels for Systems - Oracle Premier Support for Operating Systems

- Added fifth bullet regarding onsite installation of integrated software updates

Oracle Technical Support Levels for Systems - Oracle Customer Data & Device Retention Service

- Added paragraph to the end of this section regarding renewals

Oracle Technical Support Levels for Systems - Priority Service

- New section added
-

August 16, 2011

Overview

- In the second paragraph changed “partner” to “distributor”
- In the third paragraph removed “spare parts”

Support Terms – Reinstatement of Oracle Technical Support

- Section modified in its entirety

Oracle Technical Support Levels for Systems – Oracle Onsite Spares

- Service name change from “Oracle Advanced Customer Services Onsite Spares” to “Oracle Onsite Spares”

Global Customer Support Security Practices

- Added a new second paragraph regarding on sensitive data
-

April 22, 2011

Oracle Technical Support Levels for Systems – Oracle Installation Services

- New section added

Global Customer Support Security Practices

- Section moved

Tools Used to Perform Technical Support Services

- Section renamed; formerly called “Auto Service Request and Additional Tools”

Onsite Response Time Targets for Hardware Support

- In the Severity 1 section, added (i) “covered hardware” before “system” and (ii) “Oracle” before “service location”
-

April 4, 2011

Overview

- In section subsection “(vi)” of the fourth paragraph, removed “without Oracle’s written consent.”
- In the sixth paragraph, updated the URL to Oracle’s services privacy policy
- In the last paragraph of this section, clarified reference to statement of changes

Support Terms – Third-Party Products

- Removed references to hardware warranty throughout
- In the first paragraph added “(other than by Oracle)” after “your representative”
- In the sixth paragraph:
 - Added “installed” after “even if third-party product was note”
 - Deleted “billed separately as described above” and replaced with “subject to additional charges” at the end of the sentence

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the first paragraph, deleted “firmware, and system” and replaced with “operating system software and integrated software (e.g., firmware)”
- In the first and fourth bullets, added “operating system software and integrated software (e.g., firmware)”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added “integrated software (e.g., firmware)” throughout this section

Oracle Technical Support Levels for Systems – Extended Support for Operating Systems

- Added “operating system software” after “Oracle Solaris” throughout section

Oracle Technical Support Levels for Systems – Sustaining Support

- Sustaining Support for Systems
 - Deleted “firmware and system software” and replaced with “operating system software and integrated software (e.g., firmware)”
- Sustaining Support for Operating Systems
 - Added “operating system software and integrated software (e.g., firmware)”

Auto-Service Request and Additional Tools

- In the second sentence, deleted “and subject to application terms and conditions for the ASR software that are provided upon download or such other delivery means”

Severity Definitions

- In the first sentence of the first paragraph deleted “by email”

Contact Information

- Updated URL
-

January 14, 2011

System Lifecycle Policy

- Section deleted; information can now be found in the Lifetime Support section

Lifetime Support

- In the first paragraph:
 - In the first bullet, added Oracle Premier Support for Systems
 - In the second bullet, changed to Extended Support for Operating Systems

- In the third bullet, changed to Sustaining Support for Systems and Sustaining Support for Operating Systems
- In the second paragraph, added Oracle Premier Support for Systems, Extended Support for Operating Systems, Sustaining Support for Systems, and Sustaining Support for Operating Systems
- Added third paragraph specific to Oracle Premier Support for Systems
- At the end of the fourth paragraph, added information about Extended Support for Operating Systems and Sustaining Support for Operating Systems.
- In the fifth paragraph, added “Lifetime Support Policy: Coverage for Hardware and Operating Systems”
- In the sixth paragraph, added “Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM”

Oracle Technical Support Levels for Systems - Oracle Premier Support for Systems

- In the first bullet, added security alerts

Oracle Technical Support Levels for Systems - Oracle Premier Support for Operating Systems

- In the first bullet, added security alerts

Oracle Technical Support Levels for Systems - Oracle Priority Service for Sun Ray Peripherals

- This section was moved and is now located after the Sustaining Support section

Oracle Technical Support Levels for Systems - Extended Support for Operating Systems

- Section renamed from Extended Support to Extended Support for Operating Systems.
- Throughout section, clarified that Extended Support for Operating Systems is specific to Oracle Solaris
- In the third paragraph, added “or most new Oracle programs” at the end of the bullet
- In the last paragraph added OpenSolaris, Trusted Solaris 8 and Sun Ray Device Operating Software to the list of operating systems excluded from Extended Support for Operating Systems

Oracle Technical Support Levels for Systems - Sustaining Support

- Created new sections called Sustaining Support for Systems and Sustaining Support for Operating Systems
- Deleted Oracle Linux and Oracle VM section and incorporated information into applicable sections

Global Customer Support Security Practices

- New section added

December 14, 2010

Support Terms – First and Second Line Support

- New section added

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program

Oracle Technical Support Levels for Systems - Oracle Priority Service for Sun Ray Peripherals

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program

Oracle Technical Support Levels for Systems – Extended Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program

Oracle Technical Support Levels for Systems – Sustaining Support

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program

Web-Based Customer Support Systems

- Deleted references to Sun Connection Service, SunSpectrum Member Support, and SunSolve Online Program
-

November 23, 2010

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Updated URL for Oracle Management Pack for Linux

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added “Sun Ray Operating Software” to the list of covered systems software.
- Updated URL for Oracle Management Pack for Linux

Oracle Technical Support Levels for Systems – Sustaining Support

- Updated URL for Oracle Management Pack for Linux

Auto Service Request and Additional Tools

- Updated URL in the second paragraph

Onsite Response Time Targets for Hardware Support

- Added response times for Sun Ray Clients

September 24, 2010

Overview

- In section “(i)” of the first sentence of the third paragraph, added “manufactured by or for Oracle” after “equipment.”
- In section “(ii)” of the fourth paragraph, added “system maintenance” after “installation.”

Support Terms – Matching Service Levels

- In the first sentence, added “all hardware systems must be” before “unsupported.”
- Deleted “Enterprise” before “Linux.”

Support Terms – Technology Refresh

- New section added.

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the first paragraph:
 - Added “Oracle” before “Sun.”
 - Deleted “Enterprise” before “Linux”
- Added “patches” to the first bullet.
- Added new bullets 9-13 specific to Oracle Linux and Oracle VM.
- Added “Notes” section.
- Under “System Maintenance”, added “replacing air filters and batteries as needed” after “maintaining file systems.”

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- In the first paragraph, deleted “Enterprise” before “Linux.”
- Added “patches” to the first bullet.
- Added new bullets 7-11 specific to Oracle Linux and Oracle VM.
- Added “Notes” section.

Oracle Technical Support Levels for Systems – Extended Support

- At the end of this section, added Extended Support is not available for the Oracle Linux and Oracle VM programs.

Oracle Technical Support Levels for Systems – Sustaining Support

- Under “Sustaining Support does not include,” added “Hardware Certification.”
- Added section for Oracle Linux and Oracle VM.

Web-Based Customer Support Systems

- Added “Oracle Unbreakable Linux Network” section.

September 10, 2010

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- Added Trusted Solaris 8 to the list of covered system software.

Oracle Technical Support Levels for Systems – Oracle Premier Support for Operating Systems

- Added Trusted Solaris 8 to the list of covered system software.
-

August 16, 2010

Support Terms – Matching Service Levels

- Added “Oracle” in front of “Enterprise Linux” throughout this section.

Support Terms – Lifetime Support

- In the third paragraph, changed the length of time Oracle Premier Support for Operating Systems will be available from “five” to “eight” years.

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- In the fourth sentence of the Replacement Hardware Parts paragraph, added “Targets” after “Times.”

Oracle Technical Support Levels for Systems – Oracle Customer Data & Device Retention Service

- New section added.

Oracle Technical Support Levels for Systems – Oracle Advanced Customer Services Onsite Spares

- New section added.
-

May 19, 2010

Overview

- Modified the third paragraph
- Added subcontractor information
- Added reference and link to the Oracle Hardware and Systems Support Policies Statement of Changes.

Support Terms – Support Period

- Modified to reflect that technical support is effective upon shipment of the hardware.

Support Terms – Matching Service Levels

- Modified this section to clarify policy

Support Terms – Reinstatement of Oracle Technical Support

- Modified this section to clarify policy

Support Terms – Technical Contacts

- Clarified that additional technical contacts are per data center location

Support Terms – Third-Party Products

- Added this section

Oracle Technical Support Levels for Systems – Oracle Premier Support for Systems

- The Replacement Hardware Parts and Return of Malfunctioning Parts paragraphs were modified

Oracle Technical Support Levels for Systems – Sustaining Support

- The second sentence of the first paragraph was removed as this does not pertain to Sustaining Support.
- Under the first bullet, clarified that if a customer does not maintain Extended Support then they are entitled to such items only after the Extended Support period ends

Auto Service Request and Additional Tools

- The following was added to the end of the first paragraph – “You are responsible to maintain the telecom gateway through which ASR communicates with Oracle regarding your hardware system.”

Onsite Response Time Targets for Hardware Support

- Added reference and link to the service location listing
- Changed “metro center” to “service location”
- Modified the second to the last sentence of the Note section to read – “Actual response times are subject to acts and conditions beyond Oracle’s control and, therefore, Oracle’s response may be delayed” and added an additional sentence - “Oracle is not responsible for response delays caused by factors outside its control.”