



Oracle Master Agreement – Mapping for Service Offerings

Effective Date: 10-December-2012
Updated: 07-April-2023

Service Offerings may be ordered under Oracle Master Agreement Schedules as detailed below.

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ORACLE MASTER AGREEMENT – MAPPING TABLE FOR SERVICE OFFERINGS

	SERVICES SCHEDULE S	PROGRAM SCHEDULE P	HARDWARE SCHEDULE H	CLOUD SCHEDULE C	DATA SCHEDULE D	ORACLE OPEN SOURCE SUPPORT SERVICES SCHEDULE OSSS
Technical Support						
Premier Support for Software		✓				
Premier Support for Hardware			✓			
Oracle Linux Support						✓
Oracle VM Premier Support						✓
Oracle Verrazzano Premier Support						✓
Cloud/Hosted						
Cloud – SaaS, PaaS, IaaS				✓		
Data Services						
Data Services					✓	



	SERVICES SCHEDULE S	PROGRAM SCHEDULE P	HARDWARE SCHEDULE H	CLOUD SCHEDULE C	DATA SCHEDULE D	ORACLE OPEN SOURCE SUPPORT SERVICES SCHEDULE OSS
Consulting Services (aka Professional Services)						
Program – related Consulting Services	✓	✓				
Hardware – related Consulting Services	✓		✓			
Cloud – related Consulting Services	✓			✓		
Oracle Linux/Oracle VM/Oracle Verrazano - related Consulting Services	✓					
Advanced Customer Support Services (ACS)						
Program – related ACS Services	✓	✓				
Hardware – related ACS Services	✓		✓			
Cloud – related ACS Services	✓			✓		



	SERVICES SCHEDULE S	PROGRAM SCHEDULE P	HARDWARE SCHEDULE H	CLOUD SCHEDULE C	DATA SCHEDULE D	ORACLE OPEN SOURCE SUPPORT SERVICES SCHEDULE OSS
Oracle Linux/Oracle VM/ Oracle Verrazzano – related ACS Services	✓					
Education/Training						
Oracle University	✓	✓	✓	✓		

STATEMENT OF CHANGES

DATE	CHANGE REFERENCE
10-December-2012	Initial policy
23-January-2023	Added Oracle Verrazzano, and Data Services; updated policy to Redwood format; and added Schedule OSSS and Schedule D reference.
01-March-2023	Removed ACS from Schedule OSSS.
07-April-2023	Added Oracle Linux/Oracle VM/ Oracle Verrazzano – related ACS Services to Schedule S column; added Oracle Linux/Oracle VM/Oracle Verrazzano - related Consulting Services to Schedule S column.

