



Oracle Health Equipment Support Policies~ Statement of Changes

Effective Date: December 13, 2024

This section describes the changes made to the Oracle Health Equipment Support Policies dated September 13, 2024, and reflected in the Oracle Health Equipment Support Policies dated December 13, 2024:

Support Levels- Oracle Health Advanced Exchange Support

- Second paragraph, deleted the third bullet and replaced with the following: “Within the US, next business day ship parts exchange available Monday through Friday, excluding US holidays, same day ship if service record is submitted no later than 1:00pm CT.”
- Second paragraph, added a new fourth bullet: “Outside of the US, up to 5 business days for international ship parts exchange available Monday through Friday, excluding US holidays, due to Global Trade Compliance processes.”

Support Levels- Oracle Health Advanced Exchange Support - Replacement Oracle Health Advanced Exchange Equipment

- Fourth sentence, added the word “typically”
- Added a new last sentence: “Support for the PEDs, provided under Oracle Health Advanced Exchange Support, may have less than three years of availability duration 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). If a PED has a failure once its PCI compliance has expired, it will be replaced by a PCI compliant PED.”

Response Time Targets for Equipment Replacement

- Second sentence, deleted in its entirety, and replaced with the following: . “The response time target, for all products within the US, other than the Payment Entry Devices (PEDS), regardless of severity level, is limited to Oracle Health Advanced Exchange Equipment with current business day shipment, Monday through Friday excluding US holidays, to Your location, provided that Oracle receives Your service record prior to 1pm CT.”
- New fourth sentence was added: “Outside of the US, the response time target, regardless of severity level, is limited to Oracle Health Advanced Exchange Equipment with up to 5 business days shipment, Monday through Friday, excluding US holidays.”

September 13, 2024:

Support Levels -- Oracle Health Advanced Exchange Support - Return of Malfunctioning Oracle Health Advanced Exchange Equipment

- Inserted a new second sentence: “If the equipment contains any customer specific information, You are responsible for removing the information stored on the equipment prior to returning it.”

Priority/ Severity Definitions - Priority/Severity 2 (High Urgency and Significant Impact)

- Replaced the call time from “15 minutes” with “5 minutes”

August 2, 2024:

Priority/ Severity Definitions - Priority/Severity 2 (High Urgency and Significant Impact)

- Moved the section titled “**Priority/Severity 2 (High Urgency and Significant Impact)**” to immediately follow the **Priority / Severity 1 (Critical Urgency and Extensive Impact)** section
- Added the words “and 2” in the two paragraphs following Priority / Severity 1 and 2 sections to now read:

“You are expected to call the Oracle Health Immediate Response Center (OHIRC) for all Priority/Severity 1 and 2 Outages. Reasonable efforts will be made by the OHIRC to engage in initial assessment of Priority/Severity 1 and 2 service records within 15 minutes of the initial call.

Except as otherwise specified, Oracle provides 24-hour Support for Priority/Severity 1 and 2 service records for Equipment (OHS will work 24x7 until the issue is resolved, or an acceptable work-around has been identified) when You remain actively engaged with OHS working toward resolution of Your Priority/Severity 1 and 2 service records. You must provide OHS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this priority classification with great care, so that valid Priority/Severity 1 and 2 situations obtain the necessary resource allocation from Oracle.”

- **Response Time Targets for Equipment Replacement** Second sentence, added “for all products other than the Payment Entry Devices (PEDS),”
- Added a new last sentence: “The response time target for PEDs is next business day shipment, Monday through Friday, excluding US holidays.”

July 12, 2024:

Support Levels- Oracle Health Advanced Exchange Support

- Second paragraph, first bullet, added “with the exception of Payment Entry Devices (PEDs). PEDs are excluded from accidental damage coverage.”

Support Levels- Oracle Health Advanced Exchange Support - Replacement Oracle Health Advanced Exchange Equipment

- Added the following to the end of the paragraph: “Note that PEDs are supported for three years after last ship date.”

March 8, 2024:

Support Levels – Replacement Oracle Health Advanced Exchange Equipment

- Last sentence, corrected a typo

Customer Support Portal for Oracle Health

- The URL address was updated from “www.cerner.com/support” to “<https://www.oracle.com/corporate/acquisitions/cerner/support/>”
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December 8, 2023:

Support Terms- Matching Service Levels

- First sentence, removed concept of Permitted Facility and instead added under (ii) “on the same Order”
- Deleted second sentence in its entirety

Support Terms- Technical Contacts

- First paragraph, deleted last sentence in its entirety

Support Terms- Right to End of service Life

- Removed generic reference to Oracle Health tab and inserted URL and modified exhibit name to read: “List of Oracle Health Advanced Exchange Supported Equipment with Support End Dates”

Support Levels

- Removed generic reference to Oracle Health tab and inserted URL and modified exhibit name to read: “List of Oracle Health Advanced Exchange Supported Equipment with Support End Dates”
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October 1, 2023

- Initial release of the Oracle Health Equipment Support Policies