



Oracle Health Software Support Policies~ Statement of Changes

Effective Date: December 13, 2024

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

Support Levels – Sustaining Support – Sustaining Support does not include

- 7th bullet, added “and 2” after “Severity 1”
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September 13, 2024:

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

- Replaced the call time from “15 minutes” with “5 minutes”
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August 2, 2024:

Support

- First bullet, removed “; and”
- Second bullet, added “; and”
- Added new third bullet: “Sustaining Support”
- Second paragraph, added a new third sentence: “Once Regulatory and Update Support is no longer available, Sustaining Support may be available.”

Support Levels – Sustaining Support

- Added a new section “Sustaining Support”

“Sustaining Support

Sustaining Support may be available after Premier Support and Regulatory and Update Support expires, as set forth in the Support section above. In order to receive Sustaining Support, You must continue to pay the fee associated with the Oracle Health Software Update License & Support. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Oracle Health Software Update License & Support limited to the following:

- Net new legal and regulatory updates (availability may vary by country and/or program) for medical device related software
- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Regulatory and Update Support (if offered and only after the Regulatory and Update Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Regulatory and Update Support (if offered and only after the Regulatory and Update Support Period ends)

- Upgrade scripts (availability may vary by program) created during Premier Support and Regulatory and Update Support (if offered and only after the Regulatory and Update Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to the customer support systems specified in the Customer Support Portal for Oracle Health section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- Major product and technology releases, which may include general maintenance releases, selected functionality releases, and documentation updates
- New program updates, fixes, security alerts, and critical patch updates
- New tax updates
- Net new legal and regulatory updates for non-medical device related software
- New upgrade scripts
- Certification with new third-party technology/products/versions
- 24-hour commitment and response guidelines for Severity 1 service requests as defined in section 9 - Severity Definitions
- Previously released fixes or versions that Oracle no longer supports”

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.”

June 14, 2024:

Support Terms – Matching Service Level

- Removed “Permitted Facility” concept in the first sentence
- Deleted the second sentence in its entirety
- Removed the words “a portion of” in the third sentence

March 8, 2024:

Support Levels

- Corrected typo to a section reference “Customer Support Portal for Oracle Health”

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- Technical Contacts

- First paragraph, deleted last sentence in its entirety

Support Terms – Third Party Vendor- Specific Support Terms

- Added a new third sentence: “Support will be prepaid for the time period stipulated on your order, and will be renewable.”

Support

- Deleted the second paragraph and replaced with the following: “A detailed description of these offerings is included in the Support Levels section below. If Premier Support is no longer being offered for the Licensed Software, Regulatory and Update Support may be available. For details relating to Support coverage for Licensed Support’s specific releases, service levels offered, and coverage timeframes, please refer to the Oracle Health Capabilities documents and the Oracle Health Products documents that may be viewed at:
 - [Oracle Health Capabilities](#)
 - [Oracle Health Products](#)
 - [Oracle Health 3rd Party Capabilities](#)
 - [Oracle Health 3rd Party Products](#)”

Support Levels – Regulatory and Update Support

- First paragraph, first sentence “may” replaced the word “will”
 - Last paragraph, added “(typically)” before the word “include”
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October 1, 2023

- Initial release of the Oracle Health Software Support Policies