



Oracle Professional Services Delivery Policies Statement of Changes



Effective Date: August 2, 2024

This document outlines changes made to the Oracle Professional Services Delivery Policies dated April 2023 (the “Policies”).

Preamble

- Updated to reflect the renaming of customer success services.

Network Access

- Modified to: (a) reflect that network access must be agreed upon by You and Oracle; (b) confirm your role in granting, securing, and managing such access; (c) contemplate the use of the Oracle Advanced Support Gateway/Portal as another means of such access; and (d) simplify Your obligation for remote access tools.

Third-Party Collaboration Tools

- Updated to: (a) contemplate Wrike as a potential third-party collaboration tool; and (b) identify the new URL for Atlassian’s terms of service.

Privacy and Security

- Revised to: (a) remove the URL to the Oracle Consulting & Advanced Customer Support Services Security Practices; and (b) clarify how the Oracle Corporate Security Practices apply to professional services.